

Vale Youth Service

Complaints Procedure

Introduction

If you are unhappy with the service you have received from the Vale Youth Service you have the right to complain. We aim to make every effort to ensure all young people, parents/carers are satisfied, and we are committed to dealing effectively with any concerns or complaints you may have. If possible, we'll work with you to put things right as we want to learn from the mistakes we make and improve our services.

We will respect your right to confidentiality and will only pass on information to others who might be dealing with your complaint or if we have to do so by law. Our complaints procedure is underpinned by the Vale of Glamorgan Council's Corporate Concerns and Complaints Policy 2013.

Informal Complaint

If possible, we believe it's best to deal with things straight away rather than try to sort them out later. If you have a complaint/concern, raise it immediately with a youth worker. They will try to resolve it for you there and then. If there are any lessons to learn from addressing your concern, then the member of staff will draw them to the attention of a senior youth worker or manager. If the member of staff can't help they will explain why and you can then complain formally if you wish to do so.

Formal Complaint

Please complete our complaints form or email valeyouthservice@valeofglamorgan.gov.uk to express your concern or complaint, someone can do this on your behalf if you agree to this. Your complaint will be recorded and we will formally acknowledge your concern/complaint within 5 working days and let you know how we intend to deal with it. We will ask you to tell us how you would like us to communicate with you and find out if you need any support. We will ensure we deal with your concern in an open and honest way and that you remain treated fairly whilst accessing our service.

An investigation into your concern/complaint will be completed by a senior youth worker or manager from the Vale Youth Service within 20 working days. If it is more serious, we may ask another person within the Council to investigate your concern/complaint or we may refer it to the Corporate Complaints Officer. We will give you regular updates and let you know if it may take longer to investigate.

We will inform you of the outcome of the investigation in writing, explaining how and why we came to our conclusions. If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again. If we got it wrong, we will always apologise.

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. If you need independent help or support, you can speak to someone on the Meic Helpline - 080880 23456 or contact the Children's Commissioner for Wales - 01792 765600.



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YOU HAVE A CONCERN

All young people have the right to complain about our service.



RAISE IT WITH A WORKER

Let a youth worker know that you have a complaint. We will try to resolve the issue straight away.



MAKE A FORMAL COMPLAINT

Complete a VYS complaints form, we will respond within 5 days.



INVESTIGATION

Managers will investigate, you will be kept up to date.