



Great Yarmouth & Gorleston Young carers

Complaints Procedure

If any children, young people, vulnerable adult, parents, volunteers or staff are unhappy with either the staff/ manager/member of the trustees or any aspect of the organisation they will be expected to undertake the following and be supported to do so:

This procedure also links in with 'whistleblowing' and handling allegations policies and procedures to ensure decisions are made appropriately, especially when the welfare of children/young people/vulnerable young adults are implicated.

GYGYC will ensure

- Any complaint will be taken seriously and referred to the project coordinator or manager
- If the complaint is about the project coordinator it will be passed to the Manager
- If the complaint is about the manager, it will be passed onto a member of the trustees as appropriate to the organisation
- On receipt of the complaint it will be looked into and resolutions will be agreed to deal with the situation
- The person making the complaint will receive written acknowledgement of their complaint within five working days including details of how it is being dealt with
- Within 30 working days the person making the complaint will receive resolution or details of what has happened so far
- If there are delays to resolving the issues the person making the complaint should be kept as fully informed as possible.