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Introduction

Legacy Youth Zone is a registered charity giving young people safe and inspiring places to go in their leisure time. The Youth Zone is designed to give young people, aged 8-19 years old and up to 25 years old for young people with a disability, somewhere to go, something to do and someone to talk to. Any complaints or concerns about Legacy Youth Zone will be taken seriously and processed according to the procedures set out below.

Policy statement

The aims of the policy are to:

- Ensure all young people, users and the community have open and fair access to the complaints process
- Manage complaints effectively and efficiently
- Operate a prompt and fair complaint escalation and review process

Data Protection and Information Sharing

Legacy Youth Zone will share relevant information with appropriate agencies in line with the Data Protection Act 1998 and GDPR 2018, that governs when and how we can share personal information. Please see [GDPR Policy](#) for more information.

Making a complaint or sharing comments/suggestions

A complaint can be raised in the following ways:

- Verbally to a member of staff who will support the complainant to complete a complaint form online
- By email or letter to Senior Leadership Team, Legacy Youth Zone, 125 Whitehorse Road, Croydon, CR0 2LG or reception@legacyyouthzone.org
- Via the [online link here](#)

Complaints Procedure

Stage 1

A complaint will first be investigated at stage one of this procedure and a member of the management team will be identified as the Investigating Officer. There may be exceptional circumstances where a complaint will be investigated by the Chairman, such as if the complaint involves an Senior Leadership Team member or Trustee, or if the complaint is particularly serious in nature. In all matters, Legacy Youth Zone will progress a complaint in a fair and transparent manner; within:

3 working days: We will acknowledge receipt of the complaint and provide an indication of when a substantive response to the complaint might be given.

7 days: We will arrange to meet with the complainant (where appropriate) to review the complaint and gather further information. We will also meet with members of staff and stakeholders as necessary.

28 days: Within the 28-day period, an investigation into the circumstances outlined in in the complainant's complaint is carried out. We will write to the complainant setting out our findings and, if necessary, offering a resolution.

In exceptional circumstances it may not be possible to maintain these service standards. Where a deadline is not expected to be met, the complainant will be informed.

If the complainant is not satisfied with the response to the complaint, they have the right to appeal. The procedure for making an appeal will be set-out in the complaint response and an appeal must be made within 10 working days of the closure letter.

Appeal against Decision

Stage 2

If the customer is not satisfied with the outcome of Stage 1 of the procedure, or feels that the procedure has not been followed, the next stage is to ask for a review of the original decision. Complainants can request a review when:

- Any aspect of their complaint has not been upheld
- They are not satisfied with the method of redress (e.g. the action taken in response to a complaint)

A review of the decision will be taken by a member of the Senior Leadership Team or Chief Executive, or a representative from the board, who was not involved in the original decision. Appeals against a decision will be progressed within:

3 working days: We will acknowledge receipt of the appeal in writing, name the senior officer or representative who will hear the appeal, and provide an indication of when a substantive response to the complaint might be given.

5 working days: The senior officer hearing the appeal will arrange to meet with the complainant (where appropriate) to understand the grounds for the appeal.

15 working days: We will write to the complainant setting out our findings and, if necessary, offering resolution.

Board of Trustees

Where the complaint or concern is directed in the first instance to the Chairman of the Board of Trustees, the Chairman will ensure an investigation into the circumstances is carried out, and follow the procedure outlined above.

Where the complainant has appealed to the Chairman for a review of the response to a complaint, the Chairman or another member of the Board acting on their behalf, will carry out the investigation. The Chairman will aim to produce a decision, which is final, and to notify the complainant of their conclusion within 15 working days of receiving the letter, together with a clear explanation for the decision.

All complaints received, together with a copy of the response to the complainant, will be notified to the Chairman of the Trustee Board.

Responding to suggestions

Legacy Youth Zone will acknowledge any suggestions submitted to the organisation via the online form, or email and will use the information provided to reflect on practice and use the feedback where necessary to help inform best practice.

Fundraising Practices

Legacy Youth Zones is registered with the Fundraising Regulator and a record of complaints or concerns is submitted annually.

We endeavour to resolve any complaints or concerns regarding our fundraising practices directly with the complainant but if they feel further investigation is required, the complainant should contact the Fundraising Regulator: www.fundraisingregulator.org.uk/make-a-complaint/complaints/.

What to report to the Charity Commission

You can report things that have happened, are happening or are likely to happen. Only report issues to us that could seriously harm:

- The people a charity helps
- The charity's staff or volunteers
- Services the charity provides
- The charity's assets
- The charity's reputation

Examples of serious harm include:

- If someone's health or safety is in danger, for example if a charity does not use its safeguarding policy appropriately, criminal offence, for example theft, fraud or financial mismanagement;
- If a charity uses its activities as a platform for extremist views or materials;
- Loss of charity funds, for example when a charity loses more than 20% of its income or more than £25,000
- If the charity does not meet its legal obligations, for example if someone uses a charity for significant personal advantage;

<https://forms.charitycommission.gov.uk/raising-concerns/>