A logo with people raising their hands

Description automatically generated

How to make a complaint

At HCYC, we want to make sure that children, young people, families, and partners feel listened to. If you are unhappy with any part of our service, you have the right to tell us and to have your concern taken seriously.

What counts as a complaint?

A complaint is when you feel unhappy or dissatisfied with our service and would like us to look into it.

Who can complain?

* Children, young people, or parents/carers who use our services
* Family members or someone acting on their behalf
* Organisations or professionals who work with HCYC
* Volunteers or other stakeholders

*(Please note: this process is not for HCYC staff. Staff have separate procedures they follow through their employment.)*

How to make a complaint

You can tell us about your concern in the way that works best for you:

* Speak to a member of staff
* Phone the Charity Manager: 07502 365379
* Email: [info@hcyc.org.uk](mailto:info@hcyc.org.uk) using the Complaints Form (below)
* Write to us at:  
  HCYC, The Symington Building,  
  Adam and Eve Street,  
  Market Harborough, LE16 7AG
* Use the contact form on our website

We encourage you to raise your concern as soon as possible. If you need help writing it down, we can support you.

What happens next?

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| 1️⃣ Complaint received (Stage One) (You can tell us in person, by phone, email, letter, online or  using the Complaints Form below) |

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| 2️⃣ Acknowledgement (We confirm receipt within 5 working days) |

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| 3️⃣ Investigation (We look into the complaint and may contact you) |

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| 4️⃣ Response (You get a reply within 25 working days) |

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| 5️⃣ Appeal (Stage Two - if needed) (If you are not happy with the outcome, you can ask for it to be  reviewed by our Trustees. Their decision will be final.  You can use the Appeals Form below. You will get a reply within 15 working days) |

Serious Issues

If your complaint is about something very serious (for example, harm to people, loss of money or damage to HCYC’s reputation), we may also need to report it to the Charity Commission or other authorities.

Safeguarding Concerns

If your complaint is about the safety or wellbeing of a child or vulnerable adult, we will follow our Safeguarding Policy straight away to make sure people are protected.

Confidentiality

Your complaint will be treated confidentially. We will only share the information provided by you with the people who need to be involved in looking into your complaint it unless the law requires us to share it. Review our [Privacy Notice](https://4830f366-aa75-4c4d-8ccb-cc7eef2276c3.filesusr.com/ugd/98b9b9_75e278adb8ae4e2e8e2460f6b003a4d6.pdf) for more information

HCYC Complaints Form – Stage One

**To be filled in by the person making the complaint (the *complainant*)**

* A *complainant* is the person who is raising the complaint.

If someone is helping you to make this complaint, please make sure you give your permission for them to do so on your behalf.

You can return this form in any of these ways:

* Give it to an HCYC staff member
* Email it to: **info@hcyc.org.uk**
* Post it to:  
  HCYC, The Symington Building,  
  Adam and Eve Street,  
  Market Harborough, LE16 7AG

|  |  |
| --- | --- |
| HCYC | Complaint No.: |
| Name and Address of Complainant | If acting on behalf of the complainant, please give your name and address as well as that of the person you are assisting |
| Name: | Name: |
| Address, including post code: | Address, including post code: |
| Telephone No: | Telephone No: |
| I give permission for:  …………………………………………………… to make this complaint on my behalf:  Signed…………………………………………… | I confirm I have permission to make this complaint on behalf of:  ………………………………………………….  Relationship to complainant:  ………………………………………………….  Signed ………………………………………… |
| Details of complaint  (expand or continue on a separate sheet if necessary) | |

HCYC Complaint Outcome Appeal Form - Stage Two

**To be filled in by the person making the appeal (the appellant)**

* An *appellant* is the person who is challenging a decision or outcome and wants it reviewed.

If someone is helping you to make this appeal, please make sure you give your permission for them to do so on your behalf.

You can return this form in any of these ways:

* Give it to an HCYC staff member
* Email it to: **info@hcyc.org.uk**
* Post it to:  
  HCYC, The Symington Building,  
  Adam and Eve Street,  
  Market Harborough, LE16 7AG

|  |  |
| --- | --- |
| HCYC | Original Complaint No.: |
| Name and Address of Appellant | If acting on behalf of the appellant, please give your name and address as well as that of the person you are assisting |
| Name: | Name: |
| Address, including post code: | Address, including post code: |
| Telephone No: | Telephone No: |
| I give permission for:  …………………………………………………… to make this appeal on my behalf:  Signed…………………………………………… | I confirm I have permission to make this appeal on behalf of:  ………………………………………………….  Relationship to appellant:  ………………………………………………….  Signed ………………………………………… |
| Details of appeal:  (expand or continue on a separate sheet if necessary) | |