

Young NCB Complaints Procedure

Why do we need a complaints procedure?

At Young NCB we always try our best to give you the best service possible but we accept that sometimes things may go wrong. If this happens we need to know so that we can take steps to sort a problem out and to prevent the same thing going wrong in the future.

What sort of things can I complain about?

You can complain about anything that you feel is not right about the way you are being treated by a member of staff.

How do I make a complaint?

There are a number of ways in which you can make a complaint so that you can find the one that you feel most comfortable using:

- By writing a letter
- By filling in a Young NCB complaint form
- By writing an email
- Face to face
- Over the phone

You can also ask an adult to make a complaint on your behalf if you do not feel comfortable doing it yourself. You can also ask a friend for support.

Who do I make the complaint to?

You can choose who you want to make the complaint to from the following members of staff:

Barbara Hearn
Director of Policy and Innovation
Phone: 020 7843 6088
Email: bhearn@ncb.org.uk

Jeremy Webster
Director of Human Resources
Phone: 020 7843 6021
Email: jwebster@ncb.org.uk

The address for both staff members is:
National Children's Bureau
8 Wakley Street
London
EC1V 7QE

What things do I need to mention when I make the complaint?

Please make sure that you tell us:

- What has happened;
- When it happened;
- How it made you feel;
- The background to the problem, if you think it is important;
- If you have already done anything to try and sort it out;
- If you want us to do anything to put it right.

What will happen next?

1. We will be in contact with you **within one week** of the complaint being made and investigate it as quickly as possible. We may also need to contact you for more information to give us a clear picture of the problem.
2. The complaint will be looked into by the manager of the member of staff who is responsible for providing you with the service or activity. It may be necessary for the manager to talk to the member of staff involved about the complaint.
3. The manager will then write to you telling you the result of the investigation and what will be done to solve the problem.
4. If you are not happy with the result of the investigation you can take the complaint to the Chief Executive. The complaint must be made in writing and sent to:
Paul Ennals
Chief Executive
National Children's Bureau
8 Wakley Street
London
EC1V 7QE
5. The Chief Executive will consider the complaint and will speak to the staff member responsible for the service or activity. The director (Barbara Hearn) may also want to speak to you about it as well.
6. When the Chief Executive has made a decision they will write to you with the result. The Chief Executive will also make sure that any agreed actions to solve the problem will be carried out.

Important things to remember.....

- If you wish to remain anonymous we will go as far as we can to make sure that this is the case. However, our main priority is to make sure that you are protected from any harm, so we cannot promise that all the details of the complaint will be kept completely confidential and within NCB. You will be kept up to date through all stages while your complaint is being handled by NCB.

- Managers and directors will not automatically take sides with the staff member. They will listen to both sides of the story and make a fair decision.
- It is right for you to make a complaint about things that concern you and we encourage you to do so. It is important that we know if we are doing things incorrectly or insensitively.
- We will do everything possible to make the process as quick and easy as possible, to listen and take any action that is necessary, and to make sure that a problem is sorted out.

