

Stage 1

You feel unhappy about the way you have been treated by a NCB staff member or adult present at a NCB event and you want to make a complaint.



Stage 2

You tell either Barbara Hearn or Jeremy Webster that you want to make a complaint by either; writing a letter, filling in a Young NCB complaint form, writing an email, meeting face to face or talking over the phone.



Stage 3

Barbara or Jeremy will contact you within one week of receiving your complaint to confirm it is being looked into and to get more information about the problem.



Stage 4

Barbara or Jeremy will speak with the manager of the NCB staff member who is responsible for providing the service or activity you were involved with.



Stage 5

The manager may then need to speak with the member of staff involved in the complaint.



Stage 6

The manager will then write to you telling you the results of the investigation and tell you what will be done to solve the problem.



Stage 7

If you are happy with the results of the investigation then the complaint will be closed.

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Stage 8

If you are not happy with the results of the investigation you can take the complaint to NCB's Chief Executive – Paul Ennals.

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Stage 9

The Chief Executive will speak to the staff member responsible for the service or activity and may also want to speak to you.

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Stage 10

When the Chief Executive has made a decision on what to do about the complaint they will write to you with the result.

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Final Stage 11

The Chief Executive is now responsible for making sure any agreed actions to solve the problem are carried out.