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## Feedback

Y Services welcomes feedback on all of the services it provides to children and young people. By receiving feedback it will help the charity to make improvements to projects, activities and services in the community.



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## Contact details:

Y Services for Young People  
Xperience Youth Centre  
Trinity Street  
Fareham  
PO16 7SJ

Email: [info@yservices.co.uk](mailto:info@yservices.co.uk)

Tel: 07585 115022

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*Listening to  
young people*

## How to make a complaint or comment



**Services for  
Young People**

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## Young People's Complaints Procedure

*Why would you need to make a complaint?*

Sometimes talking through something that you are unhappy about with your youth worker may not resolve an issue. Y Services have procedures in place so that if you are unhappy about the service you have been given, your complaint can be looked at by another member of staff or a manager. There are four stages to the complaints procedure.

### Stage 1

This is when you identify that you are unhappy about something that has happened at a youth provision or with a member of Y Services staff. You can raise your concern/complaint with the youth worker in charge of the project.

The youth worker will listen to your complaint and make notes on what you say. They will try will talk things through with you to help sort things out. As with any discussion with a youth worker, your complaint will be kept confidential as far as possible, unless we feel that this issue is in conflict with safeguarding yourself or others. If this is the case your complaint/concern will be passed to the lead youth worker who will make a note of it and pass the information onto the appropriate manager.

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### Stage 2

If you do not want to speak to a youth worker or are unhappy with their response, at stage one, the next stage is to raise the complaint by filling out complaint form or emailing directly to: [info@yservices.co.uk](mailto:info@yservices.co.uk)

If you ask a youth worker for a complaint form you do not need to give an explanation to the member of staff why you want one. Your complaint will be investigated an a written response given within two weeks.

### Stage 3

If you do not feel your complaint has been properly investigated or you feel that you were treated unfairly, you can ask for the process to be reviewed and for a written response to be sent to you setting out conclusions. We aim to do this within two weeks of your complaint being made.

### Stage 4

If you are still not satisfied with the response you have received, you can contact a trustee of the charity through either phone or email. Details are overleaf.

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## Complaint/Comment return form

Name:

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I would like to make a complaint/comment about the following:

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I can be contacted at:

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