

New Team

Feedback & Complaints Policy

Your feedback is really important to us! It helps us to understand what we need to improve and what is going well.

- We take complaints seriously and treat them as an opportunity to grow.
- Hearing what is going well helps us to encourage each other and to continue to develop the youth work.

You can put your feedback in writing by post or e-mail.

- Email: admin@newteam.org.uk
- Post: New Team, Flat 2/2, 25 Napier Place, Govan, G51 2LW.

1. If you are making a complaint please tell us:

- your name and contact details
- what happened
- when it happened
- the background to the problem, if relevant
- what you've done to try and sort it out, if appropriate
- what you want us to do to put things right, if appropriate

2. We will reply within a week to tell you we have received your complaint.

3. We will look into your complaint as soon as possible.

4. The project leader will look into it. *(If the complaint is about the project leader one of the trustees will look into it.)*

5. The person looking into the complaint will write to tell you the results of the complaint within 4 weeks (by email or letter).

6. If you are not satisfied with the outcome, you can ask a trustee to review the decisions. *(If it was a trustee who looked into it the first time, you can ask for another trustee to review it.)*
7. If you are still not satisfied, you can ask for the complaint to be reviewed at the next trustees meeting. *(If the next trustees meeting is within a week, it will be held over to the next trustees meeting to allow time for the trustees to look into it.)*
8. Please refer to the New Team confidentiality policy for issues regarding the confidentiality of your complaint.
9. This policy will be brought to the attention of those who use our services by:
 - Workers making it known where appropriate.
 - Posting it on the New Team website.

Although official complaints must be in writing, you can also contact us directly on 07849 026 990.