

What Happens Next?

If you have contacted the Chairperson:

We will let you know that we have received your suggestion or complaint immediately.

You will be told how we will try to resolve your complaint within five working days.

If appropriate we may arrange for someone to meet with you to discuss the complaint and you can, of course, have someone with you.

If you have contacted the Independent Complaints Person (ICP):

The ICP will give their independent view to the Management Committee or their representatives and they will make a decision based on all the information available

In either event:

We will let you have a written response to your complaint within fifteen working days.

We will let you know if we can use your suggestion.

Canongate Youth Project
South Bridge Resource Centre
6 Infirmary Street
Edinburgh
EH1 1LT

Tel. 0131 556 9719/9389
Fax. 0131 556 3584
Email admin@canongateyouthproject.org



COMPLAINTS PROCEDURE POLICY

To All Users of CYP Services

What to do if you have a Suggestion or a Complaint to make about our services

The Canongate Youth Project is committed to providing a good quality service to all the young people and families that access it's services. It is therefore important that the people who use our services are satisfied with them. If you have a complaint about the service you are receiving or have asked for, we will do our best to put things right. If you have any suggestions that can improve our services, we would like to hear them.

Reg. Charity
Canongate Youth Project SCO 00600
Canongate Youth Project YTS Ltd SCO 09268

March 09

Who Can Complain or Make a Suggestion?

Anyone who is:

Attending any of the different parts of the Project.

Receiving individual support.

The parent/carer of a young person identified above.

A concerned member of the public/community.

Working alongside Project staff.

Anyone who has:

Referred a young person to the Project.

Volunteered their services to the Project.

Can I Complain on Someone Else's Behalf?

Yes, if you are looking after someone who has a complaint, or if you are a relative, or if someone has asked you to represent them, or if you are worried about what is happening to someone else.

What to Do if You Are Not Satisfied With the Service You Are Getting or Which Has Been Offered.

If you feel able to do so, speak to the member of staff who is working with you, if you do not wish to do this then speak to another member of staff. If you are not satisfied you can speak to, or write to the Project Co-ordinator, Stuart Mair and he will deal with your complaint or suggestion initially.

If you are unsatisfied with the response, the Project Co-ordinator will then refer you to the Project Chairperson.

Mr Ronnie Wilkes CYP Chairperson
c/o Canongate Youth Project

Or You Can Contact the:

Independent Complaints Person (ICP)

This person is not directly involved with the Project but has a great deal of knowledge and experience of voluntary organisations working with young people. Her name is

Ella Simpson, Chief Executive
The Rock Trust
55 Albany Street
Edinburgh
EH1 3Q7

The ICP would then contact you and arrange a time with you and a representative (if you wish) to discuss the matter. The ICP would then discuss the matter with the relevant people in the Project and give an independent view of the situation.

If you are receiving housing support and want to make a complaint and do not wish to speak to any of the above, you can contact:-

The Care Commission
Stuart House
Eskmill
Musselburgh
EH21 7PB