



Young Farmers'
Clubs of Ulster

COMPLAINTS POLICY

This policy was approved by
the Board of Directors of the
Young Farmers' Clubs of Ulster

Date: 6 September 2018

Young Farmers' Clubs of Ulster

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Policy Details

Document Details

Complaints Policy

Young Farmers' Clubs of Ulster

Approval Date

6 September 2018 Management Board Meeting

Accountability

All employees Young Farmers' Clubs of Ulster

Section 1

Introduction to Young Farmers' Clubs of Ulster

The Young Farmers' Clubs of Ulster (YFCU) was founded in 1929 and is an open, non-political body operating by means of an association of individual clubs throughout Northern Ireland. YFCU is the largest rural youth organisation in Northern Ireland. It provides a support network to young people to the rural community and offers members a range of training opportunities, competitions, travel and exchanges.

Vision:

The Young Farmers' Clubs of Ulster's vision is of a robust rural community which recognises and values all young people as key stakeholders.

Mission:

Our mission is to encourage individual development. Creativity, initiative and contribution for the benefit of members, the Association, industry and community.

Overview of Policy:

This policy applies to all staff and volunteers working for the organisation.

YFCU will ensure that this policy will incorporate best practice within the organisation to ensure that all complaints are dealt with by the organisation in a timely way and are prioritised through the whole service and each staff member and volunteer is aware of the policy and procedures attached.

YFCU: Complaints Policy

YFCU are constantly working to ensure the service we provide best meets the needs and concerns of our service users. If you believe you have not received the level of consideration and information you expect, we ask you to tell us about it. Your complaints provide us with information about where you think we are going wrong, and also what you think of us. We take your complaints seriously and will investigate them so we can respond appropriately to you and learn and improve our service.

Principles

- A complaint for the purpose of this policy is an expression of dissatisfaction about the service, whether it is found to be justified or not.
- Our policy covers complaints about 1) the standard of the service we provide 2) the behaviour of the elected official, member of staff, volunteer or other representative of the organisation.
- Our complaints policy does not cover 1) comments or dissatisfaction about our policies or policy decisions 2) matters that have already been fully investigated through this complaints procedure 3) anonymous complaints
- All complaints will be dealt with in line with our Confidentiality and Equal Opportunities policies.
- We will not investigate complaints raised more than six months after the initial contact unless there are exceptional circumstances as to why the complaint could not have been brought forward within this timescale.

The following will tell you:

1. How to complain to YFCU
2. How we will deal with your complaint
3. What to do if you remain dissatisfied

How to Complain

In the first instance you may wish to raise your concerns informally with the YFCU administrative team member, elected representative or club official and if you are dissatisfied with that response, then you can speak to the CEO who will try and resolve the situation.

If you remain dissatisfied you can make a formal complaint in writing by email. To help us deal with your complaint effectively you should include details of what the problem is, how it occurred, how it has affected you and what you consider we should now do to put the matter right or prevent it happening again. You should also include details of the time and date of your call, your name and a contact number or address so that we may respond to you.

To complain by Email

1) Please Email info@yfcu.org with all the details listed above and write complaint in the subject box.

How will you deal with my complaint?

Complaints often differ in nature and complexity and in dealing with any complaints made in accordance with the Complaints Procedure we will seek to apply three basic principles.

- To investigate as quickly and impartially as possible.
- To provide you with a full response outlining the findings of the investigation and wherever possible resolving the matter to your satisfaction.
- To keep the steps of the Complaints Procedure, as set out below, separate from each other.

What are the steps of the Complaints Procedure?

- 1) We will acknowledge your complaint within 3 working days of its reception via the medium of your choice.
- 2) The CEO will investigate the complaint by speaking to the member of staff, elected official, volunteer or other representative of the organization that the individual is making the formal complaint about and if necessary other members of staff or volunteers who were involved. They may also check the service call/email/ log.
- 3) Having spoken to all relevant parties, the CEO will respond to the complainant within 14 working days using the complainant's preferred means of communication. If we need longer to investigate the complaint the complainant will be contacted within those 14 working days and notified.
- 4) The response may include the following depending on the circumstances and investigation findings.
 - An explanation and apology
 - An explanation of our policy
 - An indication of changes made as a result of the complaint
 - Notification of any disciplinary action taken against the employee, volunteer or elected representative.

What if I am still not satisfied?

If you feel that the situation has not been satisfactorily dealt with, an appeal may go to the CEO of YFCU. The CEO can be contacted via offices at YFCU, 475 Antrim Road, Belfast, BT15 3BD.

If the problem is still not resolved the final appeal may go to the YFCU Management Board which has representative members from all sectors of the community. They can be contacted by same means as above.

A representative of the Management Board will respond to the complaint within three weeks, if they cannot respond within three weeks the complainant will be notified.

There will be no further opportunity to appeal against the Management Board's decision.

If the complainant wishes to complain about a separate issue they must follow the complaints procedure from the initial stages as outlined above.

Details of complaints are kept on file for twelve months however any identifiable information on the records will be destroyed six months after the resolution of the complaint.

Review

This policy and procedures will be reviewed every three years.

Staff and volunteers are required to comply with this Equal Opportunities Policy. Failure to do so may result in disciplinary action, which could include dismissal.

Please sign and return this page to the Personnel and Administrative Manager.

Staff/Volunteer Acceptance

I have read and understood the Equal Opportunities Policy and agree to abide by the requirements laid down:

Signature:

Date:

Print Name:
