



Highland  
Children and  
Young People's  
Forum

# **Highland Children and Young People's Forum**

## **Complaints and Whistle-Blowing Procedures**

**2019**

## **Highland Children and Young People's Forum Policy Statement**

Highland Children and Young People's Forum seeks to operate in a way that is respectful and professional at all times. As an organisation we seek to be reflective in our practice to improve on our performance.

Consequently, Highland Children and Young People's Forum welcomes feedback whether a suggestion or a complaint.

### **Review arrangements**

We will review this policy and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to feedback or issues that may emerge in the subject matter of complaints received.

If you would like to provide any feedback please find our contact details at the end of this document.

### **How should I complain?**

Highland Children and Young People's Forum staff members are reflective practitioners who should welcome and respond to any complaints. Where possible any problem should be reported to a staff member at the earliest opportunity.

If the staff member cannot help or you wish to speak to someone else, you can ask to speak to the Forum Chair Person, contact details below.

If this is not possible, or if you are not satisfied with the help provided by the Forum Chair Person, please send a written complaint, normally within one month of the event you are complaining about and address it to the address at the end of policy.

### **If I complain what details do I have to give?**

When you contact us, please provide:

- Your full name, contact details, e-mail address, and daytime telephone number
- A full description of your complaint (including the subject matter and dates and times if known)
- Any names of the people you have dealt with so far
- Copies of any papers or letters to do with the complaint

## **Confidentiality and whistle blowing**

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences please inform us that you do not wish for us to divulge your identity.

If it helps to reassure you on this point, we can confirm that we will not disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

While we are prepared to investigate issues which are reported to us anonymously and/or by whistleblowers we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those the complaint/allegation relates.

## **What will happen to my complaint?**

We will acknowledge receipt of your complaint within five working days, letting you know who is investigating your complaint.

We aim to investigate the complaint within 20 working days. If your complaint is more complex, or involves people who are not available at the time, this time period may be extended. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write/email to inform you of our decision.

If any part of your complaint is upheld we will respond to the complainant accordingly and give due consideration to how we can improve our service.

In situations where a complaint has been successful, we will give due consideration to the outcome and will take identified actions.

## **What if I am not happy with the reply?**

If you disagree with the decision it will be reviewed by three other members of Highland Children and Young People's Forum Committee. Their decision shall be final.

**Reports on particular complaints will be securely kept online for three years and then deleted.**

**Register of complaints will be kept for ten years.**

## Highland Children and Young People's Forum Complaint contact details:

Policy Lead

Gillian Newman

[policy@Highlandchildrensforum.org](mailto:policy@Highlandchildrensforum.org)

07789680812

or

Participation Lead

Emma Thomas

[participation@Highlandchildrensforum.org](mailto:participation@Highlandchildrensforum.org)

07789680811

or

Chair Person

[chair@Highlandchildrensforum.org](mailto:chair@Highlandchildrensforum.org)

Postal address:

Highland Children and Young People's Forum

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