



Complaints Handling

1) Purpose

- a) IDYP recognises the importance and value of listening and responding to concerns and complaints. Addressing concerns and complaints is one of the most important ways of learning what we need to do to improve our work.
- b) The purpose of the policy is to provide clear information on how IDYP provide clear information on how complaints may be made, and how IDYP seeks to handle complaints.
- c) IDYP is committed to a fair and timely procedure through which external people may express a concern, provide feedback or make a complaint about IDYP as an organisation, and/or its activities

2) Principles

- a) IDYP has adopted the following principles for our complaints policy and procedures.
 - i. **Accessibility:** We will clearly publicise information about how and where to complain. We will ensure that our complaint handling process is as accessible as we can practically make it to all complainants.
 - ii. **Responsiveness:** We will respond to complaint according to our predetermined timeframes.
 - iii. **Objectivity:** We will address all complaints in an equitable, fair and unbiased manner using evidence submitted by both the complainant and our personnel through the complaint handling process.
 - iv. **Charges:** Access to the complaint handling process is free of charge to complainants.
 - v. **Confidentiality:** We will observe strict confidentiality in complaint handling.
 - vi. **Accountability:** We will ensure that accountability for and reporting on the actions and decisions with respect to complaint handling is clearly established.



- vii. **Continual improvement:** Continual improvement of the complaint handling process and the quality of services is one of our permanent objectives.

3) Definitions

Complaint means an expression of dissatisfaction made to an organisation, related to its products or services, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.

Complainant means a person, organisation or its representative, making a complaint.

Inquiry means a request for information or an explanation

Feedback means opinions, comments, suggestions and expressions of interest in the products or the complaint handling process

4) Scope of the policy

- a) This Policy is intended to apply to any complaint, regardless of who makes it.

5) Training

- a) All IDYP Board Members receive training from the Board Chair on the Complaints Policy and process upon joining IDYP as part of their induction.

6) How we can receive complaints

- a) We are able to receive complaints in person or by email or online via our website.
- b) Where complaints are made in person, we will ensure our write up of the complaint contains all the information the complainant wishes to provide.

7) How complaints are handled

- a) Conduct expected of Board when they receive a complaint:
 - i. Show empathy for the client, but not attempt to take sides, lay blame, or become defensive;



- ii. Identify ourselves, listen, record details, and seek from the complainant what outcome they expect;
- iii. Make an initial assessment of the severity of the complaint and the urgency of action
- iv. Confirm that we have understood and received the details, and if not immediately resolved, determine how best to communicate with complainant;
- v. Clearly explain to the complainant the course of action that will follow including an estimated timeframe.

b) Standards for complaints handling

- i. All complaints should be acknowledged within 7 days.
- ii. The complainant will be informed in writing of the decision to investigate the complaint further and the expected timeframes. The complainant will be notified in writing of any changes to the expected timeframes.
- iii. IDYP registers all inquiries and complaints which enables IDYP to track progress as complaints are resolved, and monitor trends as they may appear. We will ensure that the following information is contained in written complaints and if not, and in the case of oral complaints, record this information ourselves:
 - i. date of receipt
 - ii. a description of the complaint and relevant supporting data;
 - iii. the requested remedy;
 - iv. the service(s) and/or good(s) and/or practice or procedure complained about;
 - v. the due date for a response;
 - vi. immediate action taken (if any) to resolve the complaint.
- iv. IDYP will strive to resolve minor complaints within one week, though please be aware we are all volunteers. For more serious or complex complaints, where it is anticipated the investigation and resolution will take longer, the complainant will be advised of the process and the expected timeframe for resolution. In this case, complainants will be updated regularly on the progress of the investigation and expected time for resolution.
- v. If necessary, we may refer the complaint. Complaints can be referred to appropriate parties, for example where the complaint is of a criminal nature.



8) How complaints are investigated

- a) IDYP will make every reasonable effort to investigate all the relevant circumstances and information surrounding a complaint.
- b) The Chair of the Board will appoint an investigating officer/team.
- c) The investigating officer/team will review the complaint and any response submitted by the person the complaint is about (if provided).
- d) The investigating officer/team may, at their discretion, seek additional information as required from the person the complaint is about, the complainant or external experts (as considered necessary).
- e) The investigating officer/team may, if appropriate and at their discretion, attempt to conciliate between the parties or suggest independent conciliation or mediation.
- f) The investigating officer is not limited in their investigation to those issues raised by the complainant and may form their own views on wrongdoing or breaches of IDYP policy or codes of conduct that may have arisen from the circumstances of the complaint.
- g) The investigating officer/team will prepare a draft report of the facts and issues of the complaint.
- h) Prior to finalisation of the report, a copy of the draft report (without recommendations) will be provided to the person who the complaint is about (if relevant) and the complainant. They will normally have five working days to contest the contents and provide factual corrections.
- i) The investigating officer/team will consider any response from the person the complaint is about or complainant, finalise the report and make a recommendation to do one of the following:
 - a. Dismiss the complaint
 - b. Review and implement any necessary corrective changes at IDYP;
 - c. Consider initiating disciplinary action if IDYP Board members are involved;
 - d. Initiate an inquiry or a more detailed investigation;
 - e. Refer the complainant to a more appropriate forum
- j) The final report of the investigating officer/team will be submitted to the Board Chair for final determination.



- k) If the grievance still cannot be satisfactorily resolved, IDYP will inform complainants where, externally, they can take further action (e.g. CID).

9) Outcomes of complaints

- a) The Board Chair will ensure that the IDYP Board are informed of the outcomes of complaints and the implications for our activities.
- b) All new complaints, and progress on complaints being investigated, will be reported to the voluntary Board at the next scheduled meeting.
- c) The Management Committee will receive an annual report summarising complaints received and actions taken.
- d) We will be prepared to change the way in which we operate in response to complaints raised.

10) Confidentiality

- a) IDYP will not reveal a complainant's name or personal details to anyone outside the organisation without the complainant's permission.
- b) All details of the complaint will remain confidential, unless it is a requirement of the law to disclose or report the information; however, this will not preclude IDYP obtaining legal advice.

11) Resources

[CID Code of Conduct D.6 Complaints-Handling within Signatory Organisations](#)

[CID Code of Conduct Complaints Handling Policy](#)

12) Document control & amendment history

Document control					
Version	Date approved	Author/s	Approved by	Superseded version	Review date
2	June 2019	Jade Jackson, Membership Co-Chair	Board	1	June 2022

Amendment history				
Version	Purpose of change	Author/s	Date	
1	New policy	Danielle Kerchmar, Chair	January 2019	
2	Simplified content and made specific to IDYP activities	Jade Jackson, Membership Co-Chair	June 2019	