**Complaints Form**

We acknowledge and respect the rights of all children and young people to express their opinion about our work. We encourage feedback and will respond to your concerns, complaints and worries in a timely manner. We will try to resolve all complaints through our processes including:

* Understanding the complaint
* Communicating with you
* Discussions with all relevant staff and/or volunteers
* An investigation if required
* Doing the actions and other recommendations from the investigation as far as we can.

Once we've received your complaint we will respond to you (if you have provided your contact details) - this may take up to three working days. Once we have completed our review and any investigation we will inform you of the outcome - this may take up to another 10 working days.

Accepting and responding to complaints in a prompt, fair and objective manner is central to our focus and commitment.

Please provide your feedback using the form below. Please note, you can remain anonymous however we won’t be able to contact you regarding the outcome once the complaint is received.

Name:

Email address:

Phone number:

How would you prefer us to contact you?

What does your concern relate to?

Please provide us with a few more details.

* What happened?
* Where did it happen?
* Who did you speak with?

Would you like us to contact you to discuss your complaint?

* Yes
* No

If yes, please provide your contact details