

BYMT Complaints Policy and Procedure

1. Policy Statement

BYMT is committed to providing the highest standards of service. We recognise that occasionally, customers or stakeholders may have concerns or complaints. This policy aims to ensure that any complaints are handled in a fair, transparent, and timely manner, in keeping with our values of openness, respect, and accountability.

We encourage the resolution of issues at the earliest opportunity and at the point of origin wherever possible. All complaints will be treated seriously and sensitively, and those involved will maintain confidentiality throughout the process.

2. Scope and Applicability

This policy applies to all external complaints received from customers, service users, parents/carers, partners, or members of the public who interact with BYMT services or personnel. This policy does not cover employee grievances, which are dealt with under a separate internal HR procedure.

A *complaint* is defined as an expression of dissatisfaction about the standard of service, actions, or lack of action by BYMT or its staff, affecting an individual or group.

3. Accessibility and Support

We are committed to ensuring that this process is accessible to everyone. If you require assistance in submitting a complaint due to a disability, language barrier, or any other reason, we will provide appropriate support or alternative formats upon request.

Complainants may also be accompanied or represented during any meetings related to their complaint.

4. Complaints Procedure

Stage 1: Informal Resolution

Many concerns can be resolved quickly and informally. We encourage complainants to raise their concerns directly with the relevant BYMT staff member involved as soon as possible. This can be done in person, by phone, or by email.

Staff should aim to respond within five working days of receiving an informal complaint.

If the issue is resolved at this stage, no further action is required.

Stage 2: Formal Complaint

If the issue cannot be resolved informally, or the complainant feels that the concern is serious or sensitive, a formal complaint may be submitted.

- The complaint should be put in writing and addressed to the Creative Director & Chief Executive.
- The complaint should include:
 - Full name and contact details
 - Details of the issue (including relevant dates, people involved, etc.)
 - Any steps taken to resolve it so far
 - The desired outcome or resolution

Timeline:

- Acknowledgement of receipt will be sent within five working days.
- A formal investigation will be undertaken, and a written response will be provided within 15 working days, or the complainant will be updated if more time is required.

Stage 3: Appeal

If the complainant is not satisfied with the response at Stage 2, they may appeal the decision.

- Appeals must be submitted in writing within seven calendar days of receiving the Stage 2 outcome.
- Appeals should be addressed to the chair of the BYMT board of trustees with responsibility for the area of concern, who has not been involved in the original investigation.

The appeal will involve a review of the handling and outcome of the complaint. The decision of the appeal reviewer is final.

A written response will be issued within 15 working days of receipt of the appeal, or an update will be provided if additional time is needed.

5. Record Keeping and Confidentiality

All complaints and related documents will be kept securely and confidentially, in accordance with our Data Protection Policy and relevant legislation. Records will be retained for a minimum of three years from the date of resolution.

Only those directly involved in the complaint process will have access to related information.

6. Monitoring and Review

Complaints are an important source of feedback. Anonymous data on complaints and outcomes will be reviewed regularly by BYMT's senior management team and reported to the Board to support continuous improvement.

This policy is reviewed annually or sooner if required by changes in legislation or BYMT practices.

Date of last review: [June 2026]

Next review due: [June 2027]