**Complaints Policy - Children and Young People**

At Cruse we really value Children and Young People’s **opinions** and want to provide a safe and understanding environment for feedback. This means you can tell us what you are thinking at anytime and we will listen carefully.

We understand there could be times when you are unhappy with us, you could have a concern or complaint. This can be about our staff, volunteers, how we helped you, or even our social media accounts or website. It can be about anything that has made you unhappy with us.

What you are reading now is called a **complaints policy**. A policy means the way we do something. Our complaints policy tells you how to make a complaint and what will then happen. All concerns and complaints are confidential so only agreed Cruse staff will know.

**I want to make a complaint - What do I need to do?**

**Young People can make a complaint in the following ways:**

* I can make a complaint by talking to a staff member (or volunteer) that I know. They will listen carefully and write down information about your complaint.
* You can write to us or email at feedback@cruse.org.uk

**Cruse Bereavement Support PO Box 800,**

**Richmond,**

**Surrey,**

**TW9 1RG**

If you write or email the following information needs to be included.

• Your name and contact details (if under 16 this needs to only be parent / guardian contact details)

• What has upset or concerned you. This is the reason for your feedback or complaint?

• Any relevant dates, times, locations etc – where did it happen?

• The Cruse service, department, branch, staff member or volunteer involved (if applicable)?

• Names of any Cruse staff (or volunteers) that you have spoken to or dealt with?

You may ask a parent/wider family member or guardian to make the complaint for you.

* You can find our complaints page on the [Cruse website](https://www.cruse.org.uk/feedback-and-complaints/)

**Confidentiality and who knows about my complaint?**

All complaints and concerns raised by young people are kept private and the only people who are made aware of them are those who can help and respond to you. In some cases, a Cruse staff member may need to talk with you to understand more about your complaint and what has happened to make you unhappy with Cruse. All conversations are kept private.

**I have made my complaint – what happens next?**

* An investigation will now take place by an appropriate staff member who will fairly look into the details of your compliant.
* It is possible you will be contacted by this person to talk in more detail about your complaint. If you are under the **age of 16** this person will make contact with your **parent/guardian** to arrange a time to talk.
* Cruse will seek a resolution. This means we will try and solve the matter or concern you complained about or make improvements, so it doesn’t happen again. Dependant on how long this may take we will provide you with updates.
* We will always try and resolve complaints through informal discussion, this means we will meet with you and talk. This could be online or in person.

 **I am still unhappy - can I appeal?**

* If you are still unhappy following Cruse attempting to solve your complaint you can request an appeal. This means another Cruse staff member will be asked to look at your complaint. This person will not be aware of any of the details of your complaint so they can look at the details fairly.

**Timeframe – How long will this take?**

Cruse aims to resolve all complaints within **20 days** of receiving them. This can be longer or shorter as sometimes Cruse needs more time to understand the complaint and investigate carefully for you.

**I’m nervous about making a Complaint - Who can help me?**

You can bring a friend or family member to support you and join any meetings or discussions. Cruse will request you do this if you are under 16 years of age.

**Moving Forward – what will happen after my complaint?**

No young person will be treated unfairly after they make a complaint or raise a concern. You will be treated the same at all times. Making a complaint and raising a concern can often be helpful to ensure Cruse can improve its work and keep young people happy with how we support you.

We are also happy for you to tell us how we could improve the Young Persons complaint process.

**Confidentiality and information sharing**

We may need to share information in order to carry out a thorough investigation and we will let you know if this is needed. If you don’t give us consent to do this, we may not be able to investigate and resolve the issue. We will manage your information in line with our Privacy Policy and GDPR requirements. Cruse store personal information securely such as your name, telephone number, personal details etc. However, if we think that someone is in danger, we will immediately refer to a manager and follow our safeguarding policy and procedures.

If you are under the age of 16, we will need to consult with your parent or guardian regarding information storage and sharing.

**Review dates**

**This policy has been reviewed in August 2023**

**by Colin Vince and Andy Langford**

We take enormous pride in our work and the support we offer those grieving and we want to ensure all young people who come into contact with us have a positive experience. If for some reason that is not the case, then this is our commitment to investigating and finding a resolution.