**YORKSHIRE LOCAL COUNCILS ASSOCIATIONS**

**COMPLAINTS POLICY**

The YLCA complaints policy is designed to give YLCA Members, Executive Board Members, external partners and other contacts a means of having complaints dealt with promptly and satisfactorily.

YLCA aims to provide an efficient, prompt and courteous service within the limits of its resources. YLCA recognises that there may be occasions when Members, Executive Board or other contacts feel that the quality or level of service provided has been less than they might reasonably expect.

In such instances:

1. A complaint must be made in writing and must clearly show that it is a formal complaint to be dealt with under this policy, who the complaint is made by and who the sender is.

2. The complaint should be raised with the relevant member of staff as soon as possible in order that appropriate action may be taken. The member of staff will immediately inform the Chief Officer that a complaint has been received.

3. All formal complaints received will be notified to the Chair of the Board.

4. If the complaint concerns the Chief Officer, the complainant will direct their complaint to the Chair of the Joint Executive Board.

5. The person receiving the complaint shall acknowledge receipt of it as soon as possible. E-mail is an acceptable form of receipt.

6. The Chief Officer and Chairman will investigate the circumstances and shall communicate the results of the enquiry and action taken to the instigator of the complaints within twenty working days. Where the complaint concerns the Chief Officer, the investigation will be carried out by the Chair of the Board and Chair of the Personnel Committee.

7. If the complainer is dissatisfied with the result, they have the right to have the matter referred to an Appeal Panel as appointed by the Board. The Appeal Panel will make a final decision.

8. The Executive Board shall be informed of the number and nature of all complaints referred to the Associations.

9. All complaints will be dealt with in confidence.

10. YLCA also welcomes positive comments and commendations about its work and staff. A copy of all written unsolicited positive comments and commendations will be passed to the Chief Officer for recording and may be used in YLCA publications. In such cases the instigator of the commendation shall not be identified except where their explicit permission has been given.

11. This policy will be reviewed every two years.

Reviewed by the SWG, 5 October 2023. Next review October 2025