

Complaints and Concerns Policy

Introduction

OnSide is a national youth charity that believes all young people should have the opportunity to discover their passion and purpose. Our mission is to empower young people to lead positive, fulfilling lives by providing access to incredible spaces and exceptional youth work, delivered by outstanding people, where they are needed the most. To achieve this, we raise funds to build a national network of state-of-the-art, multimillion-pound Youth Zones in the UK's most economically disadvantaged areas, staffed by skilled and dedicated youth workers who truly believe in young people.

In carrying out our mission, OnSide is committed to working to high standards. Anyone who uses our services, supports us or is affected by what we do, can raise a concern or complaint about any aspect of our work.

Complaints Procedure

In the first instance, any complaint or concern should be set out in writing and sent to the Chief Executive by email¹ or post². The Chief Executive will acknowledge the email or letter, usually within five working days of receipt.

The Chief Executive will ensure an investigation into the circumstances outlined in the complaint or concern is carried out, and will reach a decision regarding it. A response will be sent to the complainant within 28 working days of first receiving the complaint.

If the complainant is not satisfied with the response and decision, or feels unable to address the complaint or concern to the Chief Executive in the first instance, they may write to the Chair of the OnSide Trustee Board, care of OnSide². The Chair will acknowledge receipt of the letter within eight working days, where possible.

Where the complaint or concern is directed in the first instance to the Chair, the Chair will ensure an investigation into the circumstances is carried out, and follow the procedure outlined above.

Where the complainant has appealed to the Chair for a review of the response to a complaint or concern, the Chair or another member of the Trustee Board acting on their behalf, will carry out an investigation. The Chair will aim to produce a decision, which is final, and to notify the complainant of their conclusion within 15 working days of receiving the letter, together with a clear explanation for the decision.

All complaints or concerns received, together with a copy of the response to the complainant, will be notified to the Chair of the Trustee Board.

All complaints are handled confidentially. Only those involved in investigating and resolving the complaint will have access to the details.

If a complainant is not satisfied with the final response to a complaint, they can choose to contact the Charity Commission at [Complain about a charity - GOV.UK](https://www.gov.uk/complain-about-a-charity).

¹ Email address: jamie.masraff@onsideyouthzones.org

² Postal address: OnSide Youth Zones, Atria, Spa Road, Bolton BL1 4AG