



COMPLAINTS PROCEDURE

Introduction:

Malvern Cube Projects (MCP), operational name Cube Youth, is committed to the highest standards of openness and accountability in the delivery of its services. Whilst MCP have a wide range of rules, regulations, and procedures to enable professional delivery in its service, malpractice, abuse and/or wrongdoing may unfortunately still occur.

The policy has been introduced to enable individuals to raise concerns about such malpractice, abuse, or wrongdoing in our service and/or by paid or voluntary staff at an early stage and in the right way, without fear of victimisation, subsequent discrimination, or disadvantage.

Equally, it is helpful to receive constructive criticism and positive comments about aspects of our service which you have found helpful or useful.

Malpractice, Abuse and Wrongdoing

Malpractice, abuse, and wrongdoing can include a whole variety of issues some of which are listed below:

- Any unlawful act, whether criminal (e.g., theft) or a breach of the civil law (e.g., slander or libel).
- Abuse of young people (e.g., through physical, sexual, psychological, or financial abuse, exploitation, or neglect).
- Failure to safeguard personal information and/or the subsequent misuse of such information.
- Health and safety risks, including risks to the public as well as other employees.
- Damage to the environment (e.g., pollution).
- Fraud and corruption.
- Abuse of power (e.g., bullying/harassment).
- Other unethical conduct.

This is not a comprehensive list but is intended to illustrate the sort of issues that may be raised under this policy.

How MCP will handle the concern:

Malvern Cube Projects will carry out a thorough investigation of your complaint. At all times we will be honest and fair in our dealings with you and ask you, in return, to do the same for us. If you complain we will:

- Treat you with tact, courtesy, and fairness at all times.
- Not treat you any differently because you have complained.
- Not discriminate against you because of any protected characteristics.
- Acknowledge receipt of your complaint and tell you who is dealing with it.

- Aim to respond within 10 working days and, if we can't, tell you why and let you know when we will reply in full; and
- If the complaint is upheld, apologise, tell you what went wrong and what we will do to put things right.

Postal address for complaints and comments:

Youth Manager (or Chair of MCP Trustees if the complaint is about the Youth Manager)
Malvern Cube Projects
Mavern Cube
Albert Road North
Malvern
Worcestershire
WR14 2YF

Telephone number: 07483 126534

Email address: youthmanager@malverncube.com

The person receiving an individual's concern shall review the issue, determining the factual information and its implications in consultation with appropriate departmental employees.

MCP may need to involve an internal enquiry or a more formal investigation. MCP will provide information to the individual who lodged the concern, on who is handling the matter, how they can contact him/her and whether further assistance may be needed. If an individual requests, MCP will provide a written summary of the concern and information regarding how it is proposing to address the concern.

It may be necessary to arrange a meeting with the individual. Where it is considered appropriate, the matters raised may be referred to external agencies to investigate, e.g., the Police.

Within 10 working days of a concern being raised, the person handling the matter will write to the individual who lodged the concern:

- Acknowledging that the concern has been received.
- Indicating how the Department proposes to deal with the matter.
- Giving an estimate of how long it will take to provide a final response.
- Informing as to whether any initial enquiries are being made.
- Informing whether further investigations will take place, and if not, why not.

Whilst the purpose of this policy is to enable MCP to investigate concerns of malpractice, abuse or wrongdoing and take appropriate steps to deal with it, MCP will also aim to provide individuals who raise a concern with as much feedback as possible.

However, MCP may not be able to inform of the precise action to be taken where this would infringe a duty of confidence owed by MCP to someone else.

Records of concerns raised, including the outcome shall be maintained for a minimum of five years, by MCP's administrative director. All such records shall be maintained in a confidential and secure environment.