**Youth Connect**

**Complaints Procedure**

**Do you have a concern or complaint regarding Bath Youth Connect, Southside or Riverside Hub, building, project or staff member?**

If the answer is ‘**Yes**’ follow the next steps to get your complaint sorted out

Talk to a Youth Worker or Personal Adviser

**If your complaint is not sorted or you do not wish to discuss with Youth Worker or Personal Adviser then contact:**

Dave Wiles, Team Leader. Email: dave\_wiles@bathnes.gov.uk

Tel: 01225 394482 / 07530 263415

To arrange a meeting to talk about your complaint

**If your complaint is not sorted or you do not wish to discuss with the team leader then contact:**

**Tracey Pike**, Operational Manager. email: tracey\_pike@bathnes.gov.uk

Tel: 01225 396988 / 07980 998537

Youth Connect

Bath and North East Somerset Council

Lewis House, Manvers Street, Bath BA1 1JG

 **or** Hannah Greatorex, Complaints Officer. Email: complaints\_cypandadults@bathnes.gov.uk

Tel 01225 47752

Who will discuss your complaint in confidence

Complaints can be received in writing, email, phone or text message.

This procedure is in line with the formal council complaints procedure and will be treated as a formal complaint