**Youth Connect**

**Complaints Procedure**

**Do you have a concern or complaint regarding the Countywide Youth Mobile, 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:**

Jayne Lewis, Team Leader on 07980 998859 / 01225 395027

or email jayne\_lewis@bathnes.gov.uk

**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 477752

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