**Youth Connect**

**Complaints Procedure**

**Do you have a concern or complaint regarding the service you have received?**

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

Talk to the Worker involved

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

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

Tel: 01225 396988 / 07980 998537

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 manager then contact:**

**Sally Churchyard**, Service Manager. Email: sally\_churchyard@bathnes.gov.uk

Tel: 01225 395442 / 07980 998711

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.