

Complaints, Compliments and Suggestions

Policy Statement

Fishguard and Goodwick Young Persons' Trust Ltd (POINT) wants to work actively to improve its service to you, building on the things you think we do well, and learning from the things you are unhappy with. All comments from people using or working in partnership with the service are valued and this will not affect your rights to fair treatment and access of our facilities. If you have any comments to make, the procedure set out below explains what you should do

What can you complain about?

You may want to complain if you think, for example, that:

- POINT staff or Management Group members have not treated you fairly or politely
- services provided by the POINT are not satisfactory services provided are not appropriate or accessible

This is what you can do about complaints.

First of all, we need to know what the problem is. Talk to a Youth Worker and explain what you are unhappy about. We encourage you to do this at the earliest possible stage, so that we can sort things out. The complaint will then be passed to the General Manager by the Youth Worker you have spoken to.

Anonymous Complaints

Anonymous complaints through the suggestion box will be noted but not formally investigated by Fishguard and Goodwick Young Persons' Trust Ltd (POINT) Compliments and service improvement suggestions We will ask you for your comments on POINT activities and programmes after each trip/activity and through twice yearly 'your views' questionnaires so that we can do more of what we do well, and work to improve all our services. We also have a comments and suggestion box situated in the POINT drop in which you are welcome to leave any comments or suggestions in at any time.