

# Britain Yearly Meeting Children and Young People's Work



## Event & Activity Management Policy Procedures & Guidance 5

This policy and procedure applies to all Britain Yearly Meeting centrally managed work with children and young people (see <http://www.quaker.org.uk/event-and-activity-management>)

### Handling comments, complaints and suggestions.

BYM events for children and young people should have a mechanism for handling comments, complaints and suggestions in relation to the event. There are separate guidelines regarding complaints in relation to staff and volunteer action and responsibilities.

#### Comments

Participants should be made aware that they are able to comment on all elements of the event via feedback forms at the end of the event. Feedback forms should take into account the age of participants and should offer a variety of ways of giving feedback (e.g. questions with written answers, choosing pictures, selecting from a range of words, scoring on a numerical scale) as appropriate. Feedback forms should give participants the opportunity to indicate if they are making a complaint that requires a response.

For children under 11 parents/carers/responsible adults should be asked for feedback at the end of the event. This may be done via the feedback form for the overall event or on a separate form relating to the programme for children and young people.

#### Suggestions

Participants should, where appropriate given their age, be given the opportunity to make suggestions during the event. An effective method for this is via a suggestions box that is checked regularly by staff and/or event organisers.

#### Complaints

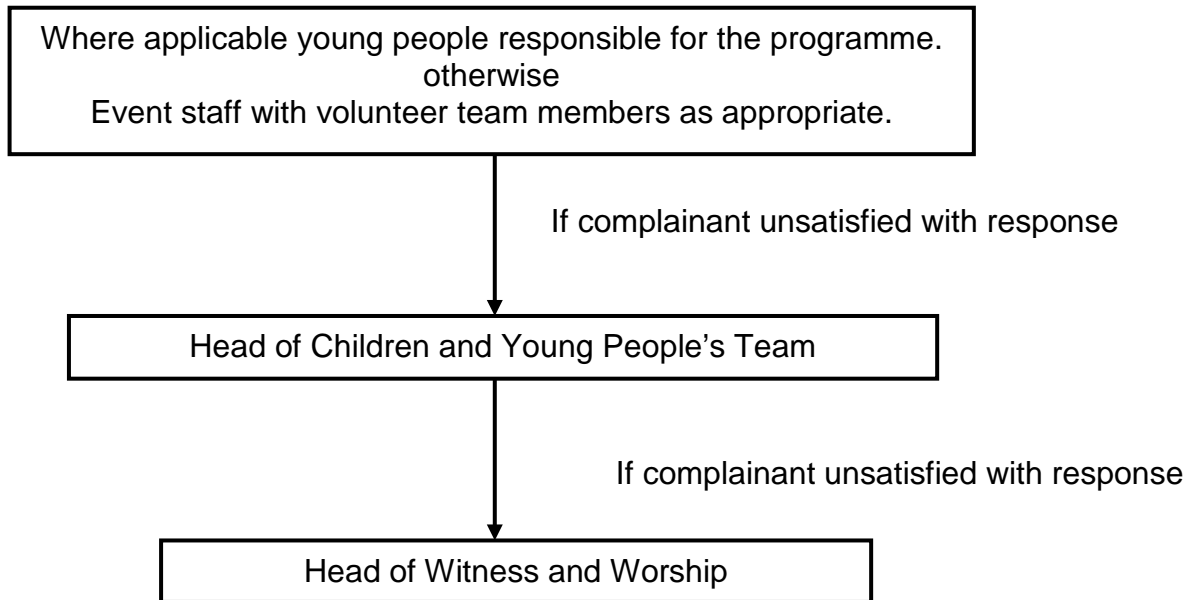
Participants should be made aware of the opportunity to make complaints during events and that complaints should be made to a team member. Complaints made during the event should be reserved for matters that participants feel require an instant response. If participants make a complaint they should be made aware of these procedures at the time of making the complaint.

Complaints can be thought of as falling into three categories.

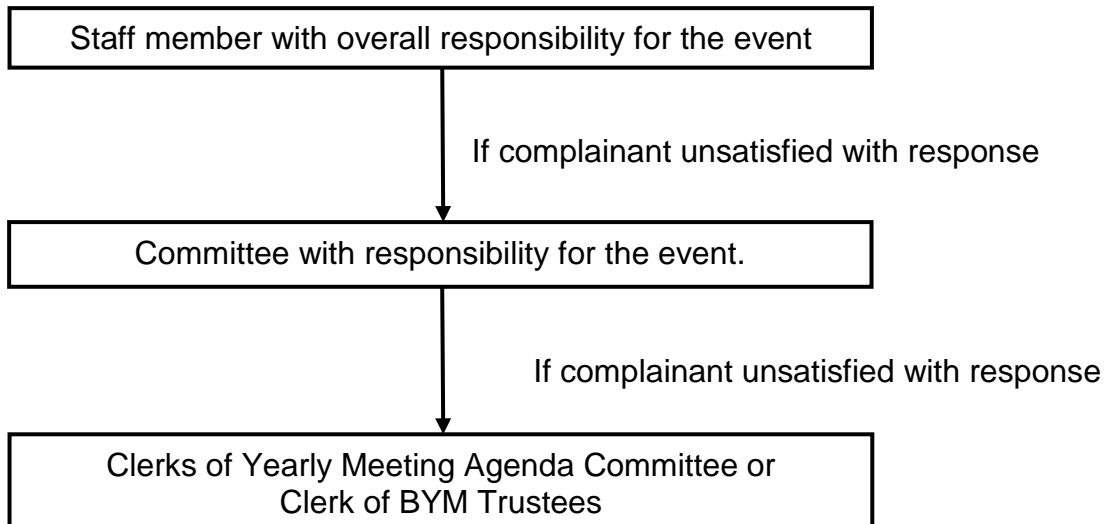
- Complaints about the **programme** (e.g. that a participant regards a games session as inappropriate or is disappointed at the lack of discussion groups).
- Complaints about **policy** (e.g. a participant disagrees with the event smoking guidelines).
- Complaints about **operational** matters (e.g. a participant is unhappy about arrangements for transport to the venue).

Complaints may be made verbally or in writing. Where complaints are made verbally during an event the staff/volunteer team member receiving the complaint should make brief notes and agree these with the complainant. The complaint should be passed to the staff member with overall responsibility for the event they will decide, together with other staff as appropriate, whether the complaint is about programme, policy or operational matters. Complaints will then be handled in the following ways dependent on the category it falls under.

## Programme



## Policy



## Operational

