Complaints Policy

Reviewed and adopted by Board of Trustees: 1st October 2026

Next Review Date: Q3 2027

Complaints Policy

This Policy relates to any aspect of the operation of Construction Youth Trust. It can be used by any person or body who feels dissatisfied with the way they have been treated or their case has been dealt with. This applies whether the concerns or complaint is about any actions by a member of staff, trustee or volunteer who is representing or acting on behalf of the Trust in some other capacity. This policy is intended for third parties such as schools or employers. Employees should refer to the Staff Handbook.

This policy will be reviewed annually.

1. General advice about lodging a complaint

1.1 Construction Youth Trust is committed to providing a high standard of customer service. Construction Youth Trust – staff and trustees - welcomes constructive comments and recommendations about our services and will respond openly to complaints about the organisation.

1.2 If you are dissatisfied with the service you have received from the Trust, we hope that in the first instance you would feel it appropriate to speak about the problem with the member of staff who is involved with the particular matter, with a Senior Manager or with the Chief Executive Officer. It is hoped that this would lead to a resolution of the issues in an informal way.

1.3 If that is not successful, or if you are not prepared to follow that course of action for whatever reason, then the following information is provided to guide you on how you can take the matter forward in other more formal ways.

1.4 We hope that most complaints can be settled quickly and as close to the source of the problem as possible. It is for that reason that we ask that all initial complaints are made within 2 weeks of any problem arising if possible.

2. How to make a more formal complaint

2.1 Should you wish to commence formal proceedings, please direct your complaint directly to the Chief Executive Officer in writing. This helps reduce any misunderstanding about the details of the complaint. If you require assistance in doing so, please do not hesitate to ask for help via the complaints email – at the bottom of the policy. Every effort will be made to provide assistance in an appropriate way.

2.2 Should the complaint involve the Chief Executive Officer, and a complainant feels unable to address it to them in the first instance, the complainant may write to the Chair of the Board of Trustees of Construction Youth Trust (referred to below as “the Chair”). Please contact the Trust’s Finance and Central Resources Manager or a member of the Senior Leadership Team and request direct contact details for the Chair of Trustees. The nature of the complaint may stay confidential at this stage.

2.3 Should the complaint be about the Chair, or any of their actions, the complainant should address the Chief Executive Officer who will convene a meeting of other Trustees.

2.4 Complaints lodged in writing will be acknowledged by the Chief Executive Officer or the Chair within 5 working days of receipt where possible.

2.5 The Chief Executive Officer, or Chair as appropriate, will investigate the circumstances outlined in the complaint and will reach a decision regarding it. A response in writing, with a clear explanation of the decision and the reason(s) for reaching it, will be sent to the complainant within 28 working days of first receiving the letter of complaint where possible.

2.6 If a complainant is not satisfied with the response and decision, the complainant may write to the Chair outlining their grounds for appealing the decision. If the original complaint involved the Chair, please write to the Board of Trustees.

2.7 The Chair, or other Trustee will acknowledge receipt of the letter in writing within 8 working days where possible.

2.8 Where the complainant has appealed for a review of the response to the complaint, an investigation will be carried out by the Chair or other Trustee acting on the Board's behalf.

2.9 The aim will be to reach a decision, which is final, and to notify the complainant of that decision within 28 working days of receiving the letter of appeal, together with a clear explanation of the decision and the reason(s) for reaching it.

2.10 In the event that you remain dissatisfied with the response you have received, you are entitled to take your concerns to any relevant statutory body, including but not limited to:

- The Charity Commission (England & Wales) https://www.gov.uk/complain-about-charity
- The Fundraising Regulator http://www.fundraisingregulator.org.uk/make-a-complaint/complaints
- The Advertising Standards Authority https://www.asa.org.uk/
- The Information Commissioner's Office www.ico.org.uk

2.11 Complaints will be monitored by the Senior Leadership Team throughout the year and an annual review of complaints will be carried out by the Chief Executive Officer. The significance of any lessons to be learnt will be carefully considered and used to improve our services where appropriate.

3. Contact information

3.1 If you wish to pursue your complaint formally, the following details of key contacts of Construction Youth Trust may be helpful:

Chief Executive Officer:	Carol Lynch
Chair of Board of Trustees:	Edward McAlpine
Address of the Trust:	London Scottish House 95 Horseferry Road London SW1P 2DX
Telephone Number:	020 7467 9540
Email:	complaints@constructionyouth.org.uk