



Children and Young People's
Centre for Justice

Children and Young People's Centre for Justice Complaints Policy

The Children and Young People's Centre for Justice (CYCJ) aims to always provide high-quality services. Whether you think we're doing well, or feel we need to do better, we value your opinion and want to hear from you.

This policy applies to all CYCJ relationships, including but not limited to people using our services, partners, statutory providers and funders. CYCJ staff who should refer to the Whistleblowing Policy for more information.

This policy refers to feedback and/or complaints about the work and services of CYCJ. It does not refer to issues or concerns regarding safeguarding. If you are concerned about your wellbeing or safety, or that of anyone else in CYCJ please contact your line manager immediately or report your concern to Fiona.dyer@strath.ac.uk during CYCJ's normal working hours (Monday -Friday 9am-5pm).

If your concern falls outside of CYCJ's normal working hours as listed above, please contact the relevant out of hours support service. If you require urgent assistance, please contact the relevant emergency service or if it is not an emergency, please call Police Scotland on 101.

At CYCJ, we aim to continually learn from those who interact with our work. If you don't feel an issue merits a formal complaint, please provide feedback about CYCJ by speaking to a trusted CYCJ team member or via the same channels as a complaint as outlined in this document.

If you are not happy with CYCJ in any way and wish to make a formal complaint, please let us know following the steps outlined below. We welcome the opportunity to put matters right, for you and for others who might use our services in the future.

What to do

First, speak to the staff member providing the service you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you are unhappy with the response or feel unable to approach staff directly then email Fiona.dyer@strath.ac.uk or write to:

The Children and Young People's Centre for Justice
University of Strathclyde
Lord Hope Building, 6th Floor
141 St James Road
Glasgow
G4 0LT

Whatever method you choose, we will deal with the matter in the same way.

CYCJ is primarily funded by the Scottish Government and based at the University of Strathclyde.

If you submit a complaint and then change your mind, you can withdraw your complaint at any time.

CYCJ is committed to treating everyone fairly and equally and you will not be negatively impacted by raising or withdrawing a complaint.

What happens next?

We will aim to respond to you within 3 working days. We will tell you who is dealing with the complaint and how long the investigation will take.

We will aim to resolve complaints within 10 working days (our working week is Monday – Friday 9am -5pm, excluding public holidays and operational closures). Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

We will handle all comments and complaints sensitively. The Children and Young People’s Centre for Justice will record your complaint and follow relevant data protection requirements. We will use the information to help us improve our services.

Your complaint will be treated confidentially, and we will aim to speak to only those involved. In some situations, we might have to speak to other people to help understand the situation better and resolve your complaint, but we will only do this if needed.

If as a result of your complaint, disciplinary proceedings are taken against a member of our team, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

What if I’m not satisfied with the response?

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by writing to cycj@strath.ac.uk, addressing it to either the Head of School, Social Work and Social Policy at the University of Strathclyde or the Chair of The Children and Young People’s Centre for Justice’s Executive Governance Group, who will look at the situation again and decide if further action is needed.

Document version control

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