

Prospects is committed to providing high quality and continuously improving services. We want to hear your comments, compliments and complaints to help us review and develop our services. If you would like to read a copy of our Comments, Compliments and Complaints Policy, please ask.

Making a comment, compliment or complaint

You can make a comment, compliment or complaint in the following ways:

In person, at any of our Youth Support Team buildings

By telephone on 01452 415707 / 01242 242825

By writing to Quality and Performance Team, Youth Support Centre The Vibe, Stanway Road, Gloucester, GI4 4RE

By sending an e-mail to info.glose prospects.co.uk

By visiting our website youthsupportleam.co.uk

What will we do with your comment, compliment or complaint?

Compliments are passed on to the relevant worker and manager and we capture these in our reporting to stakeholders. The Youth Support Team will treat all complaints seriously. We will:

Send you written acknowledgement within 5 working days of receipt (unless sent anonymously)

Provide you with a detailed written response, with a clear explanation and details of any agreed action within 10 working days (unless sent anonymously)

If you are still unhappy, please inform us and we will refer you to a Senior Manager who will work with you to resolve your complaint.

What happens if I am not happy with my worker?

We know that not everyone always gets along with their worker and if this is the case for you, please let your worker or their manager know. We will then have a discussion with you, your worker and their manager to decide what is best for you. If you have a complaint or concern about your worker, please report this in the same way as general complaints and we will ensure that it is looked into as a matter of urgency.

Compliment, Comment or Complaint