



COMPLAINTS POLICY

Date reviewed	September 2024
Frequency	Annually
Next review date	September 2025
Person responsible	Chief Finance & Operating Officer
Reviewed by	Executive Board

Signed: Krish Gupta
Person responsible

Date: 28/10/2024

Signed: O'Saun Jeepe
CEO / Chair of Executive Board

Date: 28/10/2024

If for any reason you are unhappy with any of YouthTV / YouthTV Group services, the following tells you what you can do to help YouthTV / YouthTV Group improve its service to you.

Not satisfied?

Talk or write to the person responsible for providing the service, so that your problem may be dealt with immediately.

Still not happy?

Put your complaint in writing the Chief Operating Officer or, if your complaint is against that person, the CEO & Chair of Committee.

What will happen next?

In normal circumstances you will receive a written reply within 10 working days of receipt of your complaint.

Still not satisfied?

Write to Urban Judge, CEO and Chair of Committee asking that the matter be placed on the agenda of the Board of Trustees at its next meeting. Such a request will, in normal circumstances, be acknowledged within 5 working days of receiving it.

What happens then?

The Committee at its next meeting will discuss the complaint and Urban Judge, CEO and Chair of Committee will then reply to you within 5 working days of the meeting. The decision of the Committee will be final.