



## How to make a complaint...

HYA strives to provide an effective and excellent service for young people. If we fail to do this we would like to know about it and we welcome your feedback. This will help us do a better job and make sure it does not happen again.

If you are unhappy with the support HYA online counselling has offered you and would like to make a complaint please email [enquiries@hampshireyouthaccess.org.uk](mailto:enquiries@hampshireyouthaccess.org.uk) or call 02382 147755 to get support in doing so.

If you choose to email your complaint please remember to add details such as:

- Name
- Date of birth
- Address
- How to contact you, either by email or to call you
- What you did not like
- What you would have liked us to have done

Once HYA receives your complaint there are steps that we will follow which are:

1. We will send you an email to let you know your complaint has been received within 48 working hours.
2. HYAs manager will then either email you or call you (whatever way you would prefer) to discuss your complaint further, taking note of what you have to say.
3. HYAs manager will then look into the complaint further and get back to you within 7 working days with an outcome.
4. If you are not happy with the outcome of your complaint you can ask for the operations manager to review it to make sure all the correct steps have been followed.
5. The operations manager will then get back to you via email or in writing within 10 working days.

All complaints will be recorded.