

Complaints Policy

Department:

Approval Route: Board

Frequency of Revision: Biennial

Associated Procedures:

Version (POL002)	Date Approved	Reason for Update
5.0	14.12.2023	Review and change of regulation

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1. Policy Statement

- 1.1 YMCA Derbyshire (the "Association") aims to provide a good standard of services for its clients and for others with whom it may come into contact.
- 1.2 The Association recognises the need for a fair, accessible, open and accountable process that encourages clients and others to make their views known, to make complaints which will be taken seriously and for a process that facilitates a timely response leading wherever possible to a satisfactory resolution. Our complaints policy will be published on our website along with details of the Housing Ombudsman.
- 1.3 For the purposes of enabling monitoring, reporting and evaluation of complaints received, complaints are divided into seven main categories:
 - Housing (including Support, Tenant services and Community Café)
 - Training and Education (including YKidz and T&E Hospitality)
 - Property Services
 - Health & Safety
 - Health and Wellbeing
 - Community and external
 - Central Services (including Conference facility/Operations)

2. Purpose

- 2.1 This Complaints Policy aims to:
 - provide a consistent and positive approach to complaints handling;
 - deliver satisfaction to the client or members of the community and for others who may complain; and
 - use the experience as an aid to improve service delivery.

3. Scope and Implementation

- 3.1 This policy covers complaints by clients of the Association, other individuals, external organisations or groups and from members of the local community.
- 3.2 The policy applies to all of YMCA Derbyshire's services and activities. It is the duty of YMCA Derbyshire's managers and staff to ensure the policy is implemented and followed.
- 3.3 All formal complaints must be written, recorded and kept on file; their outcomes must also be recorded.
- 3.4 The procedure for making a complaint should be clearly outlined and promoted across all services.

- 3.5 Complaints will be responded to using a 2-stage process. This allows for appeals against decisions or outcomes if the complainant is not satisfied. This is achieved by a process of escalation once the relevant stage in the procedure has been exhausted.
- 3.6 All complaints will be accepted unless there is a valid reason to decline this. There are various reasons that a complaint may be declined for consideration, these include but are not limited to, **service users making complaints about other service users and complaints made after 12 months of the incident or issue occurring or when the individual became aware.** Where a complaint has been declined for consideration, the reasons will be provided, and the Housing Ombudsman details given to the complainant.
- 3.7 YMCA Derbyshire is not responsible for complaints regarding third parties. Any complaints received regarding third parties will be passed along but will be responded to in line with the Housing Ombudsman code and the two-stage process.
- 3.8 YMCA Derbyshire will not tolerate abuse or unacceptable behaviour from complainants or their representatives. Restrictions may be implemented if the above occurs and these will be reviewed annually. Restrictions will be proportionate and in line with the Equality Act 2010.

4. Definitions

- 4.1 A complaint is defined as:
"An expression of dissatisfaction, however made, about the standard of service actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals."
- 4.2 Feedback from non-formal complaints is captured via client surveys, exit surveys, regular residents' meetings, through client focus groups and communications with the Local Authority anti-social behaviour team.
- 4.3 A complainant is anyone who makes a complaint. This applies to individuals, organisations, or groups. Complaints may be internal or external. Complaints submitted via a third party or representative are handled in line with our complaints policy.

5. Process

Stage One

The Association allows for complaints to be dealt with directly by the service department to which the complaint relates in the first instance. This should be done by writing a letter of complaint or completing the Stage 1 Section of the Complaints form and either handing it to a member of reception staff, or by sending it to: Compliance Manager, YMCA Derbyshire (Campus), 770 London Road, Derby, DE24 8UT, or emailing complaints@ymcaderbyshire.org.uk. Should any assistance be required to complete the form, please contact us at complaints@ymcaderbyshire.org.uk.

A written acknowledgement of receipt of a complaint will be made to the complainant within 5 working days of receipt. That letter will detail who will be reviewing the complaint and when the complainant can expect to receive a response

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As soon as the Service Manager has thoroughly investigated the complaint a written reply will be made within 10 working days of receipt. Where the matter involved is complex, more time may be needed, and the complainant will be kept informed of progress and the reasons why more time is needed. This shall not exceed a further 10 working days without exceptional circumstances. At the notice for extension, the Housing Ombudsman details will be provided to the complainant.

We deal with additional complaints raised during the investigation or after a stage 1 response has been issued in line with the requirements of the Housing Ombudsman code and as a new complaint.

Stage Two

If, after receiving the written reply the individual remains dissatisfied, they may request that their complaint be referred to Stage 2. This should be done within 15 working days of receipt of the stage one letter, by completing the Stage 2 section of the complaints form and handing it to a member of reception staff at Campus, or by sending it to: Compliance Manager, YMCA Derbyshire (Campus), 770 London Road, Derby, DE24 8UT, or emailing to complaints@ymcaderbyshire.org.uk.

Should any assistance be required to complete the form, please contact us at complaints@ymcaderbyshire.org.uk.

An acknowledgment of receipt of the Second Stage complaint will be made to the complainant within 5 working days. If it is deemed necessary, the letter will invite the individual to meet with the relevant Senior Manager to discuss the complaint in more detail. The complaint will then be reviewed thoroughly, and a reply will be sent within 20 working days from the date of the meeting (if any) or the date of the acknowledgement or receipt (whichever is later). Where the matter involved is complex and more time may be needed the individual will be kept informed of progress and the reasons why more time is needed. This shall not exceed a further 20 working days without exceptional circumstances. At the notice for extension, the Housing Ombudsman details will be provided to the complainant.

The Stage Two investigation is in regard to the handling of the complaint at Stage One and is not a more thorough investigation of the complaint.

Should the complaint be found to be justified, then YMCA Derbyshire will aim to restore as far as possible the position had things not gone wrong. This may include:

- an apology for any distress and inconvenience caused;
- an explanation of why things went wrong;
- an assurance that our systems and services will be reviewed in order to try and prevent the same thing happening again; and/or
- an update of what action has been taken to put things right.

6. Recording, Monitoring, Evaluation and Review

- 6.1 Periodic auditing of the YMCA Derbyshire complaints process and complaints handling performance will take place under the guidance of the Compliance Manager.
- 6.2 An analysis of complaints received, and complaints resolved will be compiled and regularly reported to YMCA Derbyshire's Senior Leadership Team, Lifelong Learning Committee, Housing Committee and the Board.
- 6.3 YMCA Derbyshire will review the content of this policy every two years or earlier in the event that there are changes in legislation or as a result of a change in good practice.

Complaint form

Complainant name:	Telephone number:
Complainant address:	E-mail address:

Summary of the complaint

Stage One

OFFICE USE ONLY

Date complaint received:

Received and logged by:

Complaint category:

- Accommodation Management Accommodation Support
Training & Education Estates & Maintenance Community & External
 Health & Safety Health & Wellbeing Central Services
Other (please state)

Complaint Form

Complainant name:	Telephone number:
Complainant address:	E-mail address:

Summary of the complaint

Stage Two

OFFICE USE ONLY

Date complaint received:

Received and logged by:

Complaint category:

- Accommodation Management Accommodation Support
- Training & Education Estates & Maintenance Community & External
- Health & Safety Health & Wellbeing Central Services
- Other (please state)

OFFICE USE ONLY

Follow-up actions

Resolved at Stage 1

Escalated to Stage 2

Resolved at Stage 2

Escalated to Housing Ombudsman

Lessons learned

Actions proposed or taken

Signed (manager):



Stage 1

- Letter of complaint or Stage 1 form completed and provided to the Compliance Manager (CM)
- CM to provide acknowledgement letter within 5 working days.
- CM to ensure that service department respond to complaint in full within 10 working days.
- CM to file all responses and associated paperwork and log on spreadsheet.
- CM to close the file after 3 months if no further complaint received.

Stage 2

- Further Letter of complaint or Stage 2 form completed and sent to the Compliance Manager (CM) by the individual within 15 days of receipt of stage 1 outcome letter.
- CM to provide acknowledgement letter within 5 working days.
- Complainant to be invited to meet with Director by CM if required.
- CM to ensure that relevant Director responds to complaint in full within 20 working days.
- CM to file all responses and associated paperwork and log on spreadsheet.
- CM to close the file after 3 months if no further complaint received.