

Complaints Policy

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YMCA Derbyshire COMPLAINTS POLICY

1. POLICY STATEMENT

- 1.1 YMCA Derbyshire aims to provide a good standard of services for its clients and for others with whom it may come into contact.
- 1.2 YMCA Derbyshire 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.
- 1.3 For the purposes of enabling monitoring, reporting and evaluation of complaints received, complaints are divided into eight main categories:
 - Accommodation Management
 - Accommodation Support
 - Training and Education (including Hospitality)
 - Estates and Maintenance Issues
 - Health & Safety Issues
 - Health and Wellbeing
 - Community and External Issues
 - Central Services

2. PURPOSE

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

3. SCOPE AND IMPLEMENTATION

- 3.1 This policy covers complaints by clients of YMCA Derbyshire, other individuals, external organisations or groups and from members of the local community.
- 3.2 The policy applies to all YMCA Derbyshire services and activities. It is the duty of YMCA Derbyshire 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 3-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.

4. DEFINITIONS

- 4.1 A complaint is defined as:
“... any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of a YMCA Derbyshire client, member of the public or local community, external organisation or group or other interested party and related to YMCA Derbyshire’s service provision or other YMCA Derbyshire activity, the management of its premises or its clients ...”
- 4.2 Feedback from non-formal complaints is captured via client surveys, exit surveys, regular residents meetings and through client focus groups.
- 4.3 A complainant is anyone who makes a complaint. This applies to individuals, organisations or groups. Complaints may be internal or external.
- 4.4 There is a separate policy and procedure for complaints or grievances for YMCA staff.

5. PROCESS

Stage One

YMCA Derbyshire allows for complaints to be dealt with directly by the service department in the first instance. This should be done by writing a letter of complaint or completing the Stage 1 Section of the Complaints form, either handing it to a member of reception staff or by sending it to: The Executive Assistant, YMCA Derbyshire (Campus), 770 London Road, Derby, DE24 8UT or emailing complaints@ymcaderbyshire.org.uk.

Should any assistance be required to complete the form reception staff or the Executive Assistant will be happy to help.

A written acknowledgement of the receipt of a complaint will be made within five working days. That letter will detail who will be reviewing the complaint and when a response should be received.

As soon as the Senior Manager/Head of Service has thoroughly investigated the complaint a written reply will be made normally within 15 working days. Where the

matter involved is complex, more time may be needed and the individual complaining will be kept informed of progress and the reasons why more time is needed.

Stage Two

If, after receiving the written reply the individual remains dissatisfied, they may request that their complaint be referred to the relevant Director. This should be done by writing a further letter of complaint or completing the Stage 2 Section of the Complaints form, either handing it to a member of reception staff or by sending it to: The Executive Assistant, 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 reception staff or the Executive Assistant will be happy to help.

An acknowledgment of the receipt of the Second Stage complaint will be sent within five working days. If it is deemed necessary, the letter will invite the individual to meet with the relevant Senior Officer to discuss the complaint in more detail. The complaint will then be reviewed thoroughly and a reply will be sent within 20 working days. 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.

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 will include:

- an unreserved 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
- an update of what action has been taken to put things right

Stage Three

Once Stage One and Stage Two processes have been exhausted and if the complaint is still not resolved, an individual may request their complaint be referred to the Chief Executive. If the complaint relates to a member of the senior leadership team, the matter will then be reviewed by either the Chief Executive or the Chair of the Board. This request should be made in writing to the The Executive Assistant, YMCA Derbyshire (Campus), 770 London Road, Derby, DE24 8UT or emailing complaints@ymcaderbyshire.org.uk.

An acknowledgment of the receipt of the Third Stage complaint will be sent within five working days. The complaint will then be reviewed thoroughly and a reply will be sent within 20 working days. 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.

6. RECORDING, MONITORING, EVALUATION AND REVIEW

- 6.1 Periodic auditing of the organisation's complaints process and complaints handling performance will take place under the guidance of the Head of Quality Assurance.
- 6.2 An analysis of complaints received and complaints resolved will be compiled and regularly reported to YMCA Derbyshire's Senior Leadership Team, Training and Education and Accommodation and Support Committees.
- 6.3 As a part of its annual reporting, YMCA Derbyshire will publish the results of complaints handling performance and will make the reports available to service users and others who may have an interest.
- 6.4 This policy will be reviewed on an annual basis
- 6.5 Data on complaints and their outcomes will be regularly reported to the Head of Quality Assurance.
- 6.6 An analysis of complaints and complaints handling performance will be reported to the Monitoring and Evaluation team on a regular basis.

Complaint form

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

Summary of the complaint

Stage One

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



Summary of the complaint

Stage Two

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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

Resolved at Stage 2

Resolved at Stage 3

Escalated to Stage 2

Escalated to Stage 3

Lessons learned

Actions proposed or taken

Signed (manager):



Stage 1

- Letter of complaint or Stage 1 form completed and provided to the Executive Assistant (EA).
- EA to provide acknowledgement letter within 5 working days.
- EA to ensure that service department respond to complaint in full within 15 working days.
- EA to file all responses and associated paperwork and log on spreadsheet.

Stage 2

- Further Letter of complaint or Stage 2 form completed and provided to the Executive Assistant (EA).
- EA to provide acknowledgement letter within 5 working days.
- Complainant to be invited to meet with Director by EA if required.
- EA to ensure that relevant Director respond to complaint in full within 20 working days.
- EA to file all responses and associated paperwork and log on spreadsheet.

Stage 3

- Further Letter of complaint completed and provided to the Executive Assistant (EA).
- EA to provide acknowledgement letter within 5 working days.
- Complainant to be invited to meet with Chief Executive/Chair of the Board by EA if required.
- EA to ensure that Chief Executive respond to complaint in full within 20 working days.
- EA to file all responses and associated paperwork and log on spreadsheet.