

# Complaints Policy

**Department:**

**Approval Route:**

**Frequency of Revision:**

Version	Date Approved	Reason for Update

## Table Of Contents

Policy Statement
Purpose
Scope and Implementation
Definitions
Process
Recording, Monitoring, Evaluation and Review

## **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.
- 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 (including the Community Café)
  - Training and Education (including Y-Kidz & T&E Hospitality)
  - Estates and Maintenance issues
  - Health & Safety issues
  - Health and Wellbeing
  - Community and external issues
  - 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 the Association's services and activities. It is the duty of the Association'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 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 client of the Association, a member of the public or local community, an external organisation or group or other interested party and related to the Association’s service provision or other activity of the Association, 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 the Association’s staff.

## **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: The Core Services Co-ordinator, YMCA Derbyshire (Campus), 770 London Road, Derby, DE24 8UT, or emailing [complaints@ymcaderbyshire.org.uk](mailto:complaints@ymcaderbyshire.org.uk).

Should any assistance be required to complete the form, reception staff or the Core Services Co-ordinator will be able to help.

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

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 within 15 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: Core Services Co-ordinator, YMCA Derbyshire (Campus), 770 London Road, Derby, DE24 8UT, or emailing to [complaints@ymcaderbyshire.org.uk](mailto:complaints@ymcaderbyshire.org.uk).

Should any assistance be required to complete the form reception staff or the Core Services Co-ordinator will be able to help.

An acknowledgment of receipt of the Second Stage complaint will be made to the complainant 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 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.

Should the complaint be found to be justified, then the Association 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.
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## **Stage Three**

Once Stage One and Stage Two processes have been exhausted and if the complaint is still not resolved to the satisfaction of the complainant, an individual may request their complaint be referred to the Chief Executive. The individual must do this within 20 days of receipt of the stage two response letter. 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 Core Services Co-ordinator, YMCA Derbyshire (Campus), 770 London Road, Derby, DE24 8UT or emailing [complaints@ymcaderbyshire.org.uk](mailto:complaints@ymcaderbyshire.org.uk) or handed to a member of the Welcome Team at the Campus.

An acknowledgment of the receipt of the Third Stage complaint will be made to the complainant within five working days. The complaint will then be reviewed thoroughly and a reply will be sent within 20 working days from the date of the acknowledgement. Where the matter involved is complex and more time may be needed the complainant will be kept informed of progress and the reasons why more time is needed.

## **6. Recording, Monitoring, Evaluation and Review**

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- 6.1 Periodic auditing of the Association's complaints process and complaints handling performance will take place under the guidance of one of the Association's Data Protection Officers.
  - 6.2 An analysis of complaints received and complaints resolved will be compiled and regularly reported to the Association's Senior Leadership Team, Training and Education Committee, Accommodation and Support Committee and the Board.
  - 6.3 The Association 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) .....



**Complaint Form**

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

**Summary of the complaint**

**Stage Three**

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 Stage 3

Resolved at Stage 3

**Lessons learned**

**Actions proposed or taken**

Signed (manager): .....



# Stage 1

- Letter of complaint or Stage 1 form completed and provided to the Core Services Co-ordinator (CSC)
- CSC to provide acknowledgement letter within 5 working days.
- CSC to ensure that service department respond to complaint in full within 15 working days.
- CSC to file all responses and associated paperwork and log on spreadsheet.
- CSC 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 Core Services Co-ordinator (CSC) by the individual within 15 days of receipt of stage 1 outcome letter.
- CSC to provide acknowledgement letter within 5 working days.
- Complainant to be invited to meet with Director by CSC if required.
- CSC to ensure that relevant Director responds to complaint in full within 20 working days.
- CSC to file all responses and associated paperwork and log on spreadsheet.
- CSC to close the file after 3 months if no further complaint received.

# Stage 3

- Further Letter of complaint or stage 2 form completed and sent to the Core Services Co-ordinator (CSC) by the individual within 20 days of receipt of stage 2 outcome letter.
- CSC to provide acknowledgement letter within 5 working days.
- Complainant to be invited to meet with Chief Executive/Chair of the Board by CSC if required.
- CSC to ensure that Chief Executive respond to complaint in full within 20 working days.
- CSC to file all responses and associated paperwork and log on spreadsheet.
- CSC to close file after 12 months.