

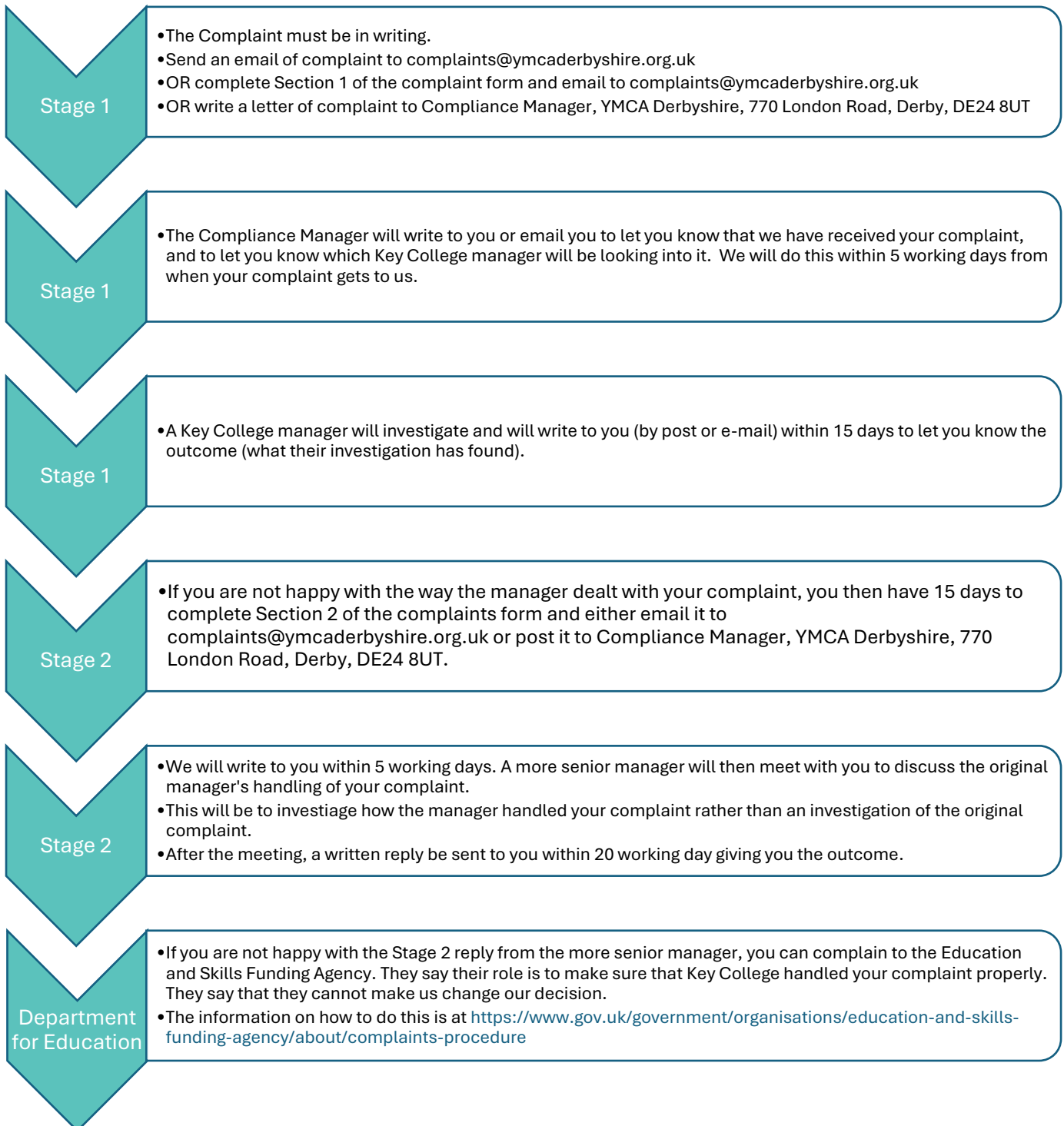


## What is a complaint?

A complaint is

- Someone saying they are not happy, whether they have a good reason to be unhappy or not,
- AND the thing they are not happy about is to do with the things YMCA Derbyshire does

## How to make a complaint



## Monitoring

The Board of Trustees of YMCA Derbyshire will see a report on all the complaints in the last 3 months.