



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

- •The Complaint must be in writing.
- •Send an email of complaint to complaints@ymcaderbyshire.org.uk
- OR complete Section 1 of the complaint form and email to complaints@ymcaderbyshire.org.uk
- •OR write a letter of complaint to Compliance Manager, YMCA Derbyshire, 770 London Road, Derby, DE24 8UT

Stage 1

•The Compliance Manager will write to you or email you to let you know that we have received your complaint, and to let you know which Key College manager will be looking into it. We will do this within 5 working days from when your complaint gets to us.

Storo 1

• A Key College manager will investigate and will write to you (by post or e-mail) within 15 days to let you know the outcome (what their investigation has found).

Stage 2

•If you are not happy with the way the manager dealt with your complaint, you then have 15 days to complete Section 2 of the complaints form and either email it to complaints@ymcaderbyshire.org.uk or post it to Compliance Manager, YMCA Derbyshire, 770 London Road, Derby, DE24 8UT.

Stage 2

- •We will write to you within 5 working days. A more senior manager will then meet with you to discuss the original manager's handling of your complaint.
- •This will be to investiage how the manager handled your complaint rather than an investigation of the original complaint.
- After the meeting, a written reply be sent to you within 20 working day giving you the outcome.

Department for Education

- •If you are not happy with the Stage 2 reply from the more senior manager, you can complain to the Education and Skills Funding Agency. They say their role is to make sure that Key College handled your complaint properly. They say that they cannot make us change our decision.
- •The information on how to do this is at https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure

Monitoring

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