COMPLAINTS PROCEDURE

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Responsible Director	Sharon Richards
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YMCA NORTH STAFFS recognises the rights of all people to make a formal complaint about the services that they receive or about the YMCA in general. We welcome complaints and they will be used constructively as part of our quality monitoring and our efforts to continuously improve our services.

Sign Posting

Any general concerns you have or matters of clarification please speak to a member of the staff, or one of the Customer Representatives, who will direct you to the appropriate staff member.

Purpose

1. To provide dissatisfied individuals (Customers and or Visitors) with a mechanism for seeking redress

2. To audit and check our own performance and provide feedback to help us to monitor and improve the quality of our services.
3. To make sure that we do what ever is organisationally possible to make sure your experience at this YMCA is positive.

How to complain

All complaints will be dealt with by the Technical Services Manager and the Director for Quality and Compliance who will be available on request to discuss any concern with you it is their responsibility to make sure you are fully aware of your rights and responsibilities also they make sure you are happy that the following procedure has be adhered to. If we can resolve the issue prior to embarking on a formal procedure we will do so. However all complaints(verbal and written) are noted and a record of those complaints is kept by The Technical Services Manager who reports all complaints to the Director for Quality and Compliance and the board of management.

If you do not want to speak to a member of staff complaints forms are available at the reception. You can also complain via our website at www.ymcans.org.uk If you would like to complain informally then please contact us and ask to speak to either Simon Lovatt or Sharon Richards.

Stage 1.
Please try to discuss your complaint with a member of staff, who will try to resolve the issue within 24hrs we hope that at this early stage we can resolve most issues.

Stage 2.
If you feel that the complaint has not been dealt with to your satisfaction or, in your opinion, warrants a formal written complaint, forms are available at reception or ask a member of staff or visit our website.

Complaints are to be addressed to The Director for Peoples Services, who is based at Edinburgh House Harding Road, Hanley, ST13AE. A written complaint will receive a formal written response within 5 working days.

Stage 3.
If you are still not satisfied with your responses or if your complaint is of a serious nature you may complain in writing to the Chief Executive. You are entitled to a response within 5 working days.

Only after you have exhausted this process and are not satisfied with the response to your complaint you can appeal as follows:

1. If any complaint has still not been resolved to your satisfaction or you feel the complaints procedure has been misused by staff, you may write to the Chair Person of the Board of Directors of & North Staffordshire YMCA within 5 days, who will respond within a maximum of 5 working days.

2. At any time during the complaints procedure you are entitled to engage a representative of your choosing or to engage an independent service such as CAB, Advice House, Pall Mall, Hanley

Should you feel that having exhausted the above procedure and your complaint has still not been dealt with to your satisfaction you may contact your regional office of the Independent Housing Ombudsman Scheme
Or if the complaint is in relation to the accommodation service the local Supporting People Team who can be contacted on:

Accommodation Commissioning Team
City of Stoke-on-Trent
Civic Centre Glebe Street
Stoke-on-Trent ST4 1HH
Telephone: 01782 232123

YMCA NORTH STAFFS Is a member of The Independent Housing Ombudsman Scheme. They can be contacted at:

Housing Ombudsman Service
Exhange Tower
Harbour Exchange Square
Isle of Dogs
London
E14 9GE

If you do not think that your complaint fits this procedure please talk to a member of staff who will explain the other policies in place to deal with complaints of a more serious nature.