

# **YMCA PLYMOUTH**

## **COMPLAINTS POLICY**

YMCA Plymouth views complaints as a valuable means to continuously review and improve the services we offer.

This complaints policy covers all complaints to YMCA Plymouth and sets out the different stages a complaint is to go through, the timescales involved and who should be involved in handling the complaint.

The procedure seeks to create a positive approach to complaints.

### **Our objective is:-**

- to provide an effective means for customers and service users to complain if they are dissatisfied with the service they receive;
- to ensure complaints are dealt with in a courteous and efficient manner and are resolved without avoidable delay;
- to provide customers and service users with a formal method of challenging decisions we have made;
- to maintain records of complaints made so that regular reviews can be produced for internal monitoring and public accountability.

### **We value all complaints:-**

- As they give us valuable feedback in our continuing bid to develop high quality services and help to give customers and service users confidence that they will be given a fair hearing within set timescales;
- All employees of YMCA Plymouth have a responsibility to respond to complaints promptly, efficiently and in a positive manner and to monitor outcomes.

### **Our policy:-**

Makes it clear to all customers and clients how:

- They can make a complaint if they want to;
- What will happen when they complain;
- What they can expect us to do as a result of their complaint;
- What they can do if they are not happy with our response.

## **What is a complaint?:-**

It is for the customer or service user to decide whether or not to make a complaint. It is important to remember that reporting a fault or a problem is not necessarily a complaint, but may simply be a request for service.

A customer or service user may complain about the standard of service received because we:

- have not achieved the standard we say we will provide, or;
- have not provided the service to the standard which the customer or service user thinks is reasonable;
- are doing something which the customer or service user did not want us to do, or;
- are carrying out our duties in an unsatisfactory way, or;
- fail to do something which we have been asked to do or;
- fail to do something which the customer thinks we should have done, even if we were not actually asked to do it.

Complaints by staff about YMCA decisions must be dealt with by the internal grievance process.

This procedure does not cover any instances of legal action by or against the Association.

## **Customer and Service user rights:-**

Customers and service users have the right;

- to confidentiality (if the investigation cannot proceed without the complainant being identified, the complainant will be given the option whether or not to continue);
- to be kept informed of the progress of their complaints;
- to receive an apology if a complaint is upheld;
- to be informed of any changes to our policies and procedures arising from a complaint.

## **We will be open with our complaints procedure:-**

- by advising customers and service users at the commence of our services and regularly thereafter;
- by publicising the procedure in public areas, leaflet or e mail.

## **Making a complaint:-**

- you can make a complaint in person, by telephone or in writing (by letter, fax or e mail);

- to any member of staff;
- it would be helpful you could indicate the actions you feel would resolve your complaint, although we cannot guarantee that we can comply;
- we will acknowledge complaints by letter within 3 working days, advising who will be responsible for dealing with the complaint. The letter will also state the time frame within which a response can be expected;
- If you are not happy with the outcome of your complaint you can ask for the Chief Executive to review how the complaint has been dealt with;
- if you have difficulties in making a complaint we will give assistance when requested;
- anonymous complaints will be investigated and may be acted upon at our discretion.

If a complaint regarding staff actions or behaviour is found to be valid, then the issue will be referred to the Support Services Director.

Our staff have the right to be treated with respect and courtesy at all times by both customers and Managers.

### **We will learn from complaints:-**

By recording all complaints, including dates received, acknowledged, responded, category of complaint, actions taken and lessons learned.