

How To Make A Complaint?

YMCA Brighton



Why do we want to hear about complaints?

It is our aim at YMCA Brighton to provide the best possible service in a fair way to everyone. If you feel we haven't achieved this we want to know so we can take steps to improve things.

We aim to:

- Treat all complaints seriously and sensitively
- Acknowledge complaints within 5 working days wherever possible
- Keep in contact with you through the process.
- Be fair and impartial in our investigation
- Respond with an explanation of any actions taken within 10 working days (or let you know if this is not possible and we need longer)
- Identify and apologize where things have gone wrong
- Develop and improve our services

How do you make a complaint?

We accept a complaint in many ways:

Phone: 01273 220900

Email: complaints@brightonymca.co.uk

Letter to our Head Office:

YMCA Brighton,
55 old Steine,
Brighton, BN1 1NX

Speak to a staff member, they can provide you with a Complaints form and guide you through the process.

You can also ask someone else to raise a complaint on your behalf (a family member for example). We will need your permission to investigate.

If you are living in YMCA Brighton accommodation- you can contact The Housing Ombudsman at any stage of your complaint

www.housing-ombudsman.org.uk

Phone: 0300 111 3000

Email info@housing-ombudsman.org.uk

Complaints related to noise or antisocial behaviour may be dealt with through a separate ASB procedure



What happens after I make my complaint?

The complaint process has up to two stages- almost all complaints are resolved at stage 1 but there is a stage 2 for those who need it.

Stage 1

Your complaint will be acknowledged within 5 working days.

The person responsible for looking into the complaint (usually a manager) may invite you to a meeting or contact you by phone to hear more about your complaint.

There may be an investigation by the manager and all sides of the situation will be looked at. The manager will let you know what to expect, and will keep you informed of progress and what happens.

You will receive a written response with the outcome of your complaint within 10 working days, or we will let you know why this is not possible.

We will explain what we have done and why. We will be clear about the actions and learning from the complaint.

If you are not happy at the end of Stage 1 you can ask for a review, Stage 2

Stage 2

This will be carried out by another manager not connected to the complaint and can take up to 20 working days.

We will explain what we have done in Stage 2 and clearly explain the outcomes and any actions we will be taking as a result of your complaint



.Further Information

You can ask to see our full Complaints Policy by asking a member of staff at the service you use or by contacting our Head Office at:

YMCA Brighton, 55 Old Steine, Brighton, BN11NX

Tel: 01273 220900

Email: generalenquiries@ymcabrighton.co.uk

In line with current legislation, we keep all information on complaints securely, with access to this information restricted to those named in our policy.

We keep complaints correspondence for 3 years after which it will be securely destroyed. If you are using one of our services, you will have been given a privacy notice which gives more information on data protection and your rights around your personal data that we keep at YMCA Brighton.



YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.