

YMCA TOGETHER

Compliments, Comments and Complaints Policy

August 2021

1.1 Introduction

YMCA Together is committed to building and maintaining positive relationships with the people who rely on our services and all our stakeholders. We seek to demonstrate our intent around this is through the effective handling of complaint and a prompt response to feedback. Managing and responding to complaints well will enable us to:

- ▶ Demonstrate our commitment to our service users and other stakeholders
- ▶ Demonstrate our commitment to providing an excellent standard of service
- ▶ Understand where, why and how an issue has occurred
- ▶ Learn from a situation and prevent it happening again in the future

1.2 Why do we have a policy

- ▶ It helps us to improve services delivered
- ▶ It helps us to identify good practice, recognise areas where improvement may be required and any changes we may need to make.
- ▶ If we do something wrong, we want to learn from it and take action to prevent it from happening again.

1.3 Compliments

It is really helpful for us to hear about the things that may have gone well. This could be a positive experience you have had or something that you feel we have done really well. Hearing your positive feedback helps us to share good practice and ensure that we maintain the highest possible standards of service delivery.

1.4 Comments

We seek out and welcome your suggestions or ideas about any of our services. Examples of ideas for improving services would include property maintenance; facilities; resources; activities and facilities; fundraising and utilisation of service users' skills.

1.5 Complaints

YMCA Together is committed to delivering excellent services but we recognise that at times, for some people things can go wrong. We may make mistakes, or you may not feel entirely

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
SU1	3	Ellie McNeil	EM	Board	Aug 21

happy with an aspect of our service delivery. If this is the case, then we want to hear from you.

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of YMCA Together work. The complaints may come from any person or organisation that has a legitimate interest in YMCA Together work or services. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should use their Discipline and Grievance policies.

This policy does not cover a complaint that would fall under the Safeguarding from Abuse Policy: Physical Abuse; Sexual Abuse; Financial Abuse; Neglect; Psychological Abuse; Discriminatory Abuse.

This policy recognises that complaints may come from and be about:

- ▶ YMCA Services
- ▶ Residents
- ▶ General public
- ▶ Local Authority
- ▶ Local stakeholders (other voluntary groups, forums, businesses, and charities)
- ▶ Contractors and suppliers
- ▶ Staff
- ▶ Volunteers

Where the complaint falls within the jurisdiction of YMCA Together we:

- ▶ Will always listen and try to understand the complainant's view.
- ▶ Will distinguish between informal and formal complaints.
- ▶ Will help residents in making a complaint directly or by getting assistance from an outside agency.
- ▶ Will ensure that the policy and procedures of how to complain are translated into relevant languages.
- ▶ Will investigate complaints promptly
- ▶ Will give prompt feedback to the complainant
- ▶ Aims to be objective when making judgements following complaints
- ▶ Will learn from formal complaints when reviewing policies and procedures
- ▶ Will endeavour to gain the opinions of staff, residents and stakeholders before the policy is next reviewed.
- ▶ Will review this policy every three years or earlier if necessary.

Types of Complaints these procedures cover

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
SU1	3	Ellie McNeil	EM	Board	Aug 21

This policy and procedure cover a broad range of complaints coming from any number of sources and might be directed through the YMCA to someone else or another organisation over which YMCA Together exerts some influence.

The nature of complaints is broadened out to include any of the following below and is not exhaustive:

- ▶ A funder is upset that statistical returns have not been filed
- ▶ A cleaning contractor being insulted by a resident
- ▶ A resident verbally abusing a member of the public
- ▶ A Councillor is upset by a decision of YMCA Together
- ▶ A local business complains against litter it feels residents are dropping
- ▶ A resident complains of the way a contractor left their room after maintenance was completed.
- ▶ Learners complain about assessment feedback
- ▶ Learners complain about registration/certification processes
- ▶ LCC officers complain about the ineffectual telephone answering system

Communication of this policy

This policy will be circulated each year to all organisations that may from time to time have dealings with YMCA Together. These may include:

- ▶ Other charities
- ▶ The Local Authority Departments that the YMCA is in contact with.
- ▶ Local community groups
- ▶ Local Businesses
- ▶ Our sub-contractors who provide regular services

A copy of this policy will be available at request from the reception, staff base or office of any YMCA Together service or setting for any member of the public who may enquire about making a complaint.

A summary of this policy and the Complaints Form will be translated into various languages.

Staff will ensure that residents are aware of their rights to complain and how to do so.

Staff will be trained in how to use this policy and operational procedure.

2. How do I contact you?

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
SU1	3	Ellie McNeil	EM	Board	Aug 21

You can use our 'Have your say' leaflet to tell us what you think, speak to any member of staff.

Feedback can be given to inform us about whether you have received an excellent service from YMCA Together or have a complaint. It can also be used if you have a suggestion about how we can do something better, would like to tell us if we have done something particularly well, or if you think one of our staff members or teams deserve a special 'thank you.'

'Have your say' forms can be obtained from any office, YMCA Together staff member or downloaded from the YMCA Together website www.liverpoolymca.org.uk

2.1 Compliments

Once received your compliment and any action arising from it will be acknowledged and responded to within 10 days of receipt.

2.2 Comments

Once received, your suggestion or idea will be forwarded to the most appropriate person (s) who will consider your suggestion. All suggestions received will be responded to within 10 days of receipt,

3. Complaints Process

YMCA Together has a complaints process in place to ensure there is a consistent approach to complaints across all member organisations and to ensure that all complaints are treated seriously and resolved at the earliest possible opportunity. Our complaints procedure has 4 stages.

Every YMCA Together Service has a complaints champion who supports the complaints process and procedure and will make sure that all stages are recorded effectively and that all actions take place in accordance with the timelines specified within this policy.

3.1 Complaints Procedure

Stage 1

You can raise your complaint by using our 'Have your say' leaflet, completing a Complaints Form by talking with any member of staff within our services or you can follow the link on the YMCA Together website www.ymcattogether.org.uk

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
SU1	3	Ellie McNeil	EM	Board	Aug 21

Your complaint will be acknowledged within 5 working days of the date of receipt by the relevant Service Manager, who will be dealing with your complaint. The Manager will fully investigate your complaint and will involve the relevant Director where necessary in any decisions regarding the outcome of your complaint. YMCA Together will maintain a full log of all complaints received.

You will receive a full written response from the Investigating Manager within 10 working days. If your complaint is going to take longer than this to resolve, the Manager will write to you to explain the delay and advise you of when you can expect to receive a detailed reply.

If you are not satisfied with the response, you receive or that your problem has not been resolved, you can proceed to stage 2 of the procedure.

Stage 2

If you are unhappy with the response you have received about your complaint at stage 1, you can contact David Pugh, YMCA Together Director of Quality. You can do this by returning the satisfaction slip and providing a summary of your dissatisfaction about the response you received. This must be done within 5 working days of receipt of your response. David will look at how your complaint was dealt with and may instigate a further investigation. Your complaint will be acknowledged within 5 working days of the date of receipt and you will receive a response within 15 working days.

David.Pugh@ymcatogether.org.uk

0151 600 3530

Stage 3

If you are unhappy with the response you have received about your complaint at stage 2, you can contact our Complaints Panel by highlighting this on the satisfaction slip and providing a summary of your dissatisfaction about the response you received. This must be done within 5 working days of receipt of your response. The panel comprises of service users, CEO YMCA Together and independent advisors. The panel will then look at how your complaint was dealt with at stage 1 and may instigate a further investigation, which would include the involvement of the relevant Director and Chief Executive who will assign a new Investigating Manager. The panel will have access to full details about your complaint and your personal details will be anonymised.

Your complaint will be acknowledged within 5 working days of the date of receipt. The panel has 25 working days to respond to you. In some cases, this may take longer. If this is the

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
SU1	3	Ellie McNeil	EM	Board	Aug 21

case, the panel will write to you to explain the delay and advise you of when you can expect to receive a detailed reply.

Stage 4

If you remain unhappy with the way we have handled your complaint upon completion of Stage 3, you may contact the following organisations. We will be happy to support you to make this contact if required:

Housing Ombudsman Service

Exchange Tower, Harbour Exchange Square, London E14 9GE

Tel: 0300 111 3000 Fax: 020 7831 1942

info@housing-ombudsman.org.uk

www.housing-ombudsman.org.uk

Liverpool City Council Quality Assurance and Adult Safeguarding Unit

Customer Insight and Information Team,

Liverpool City Council, Adult Services,

Cunard Buildings, Water St, L3 1DH

adultservicecomplaints@liverpool.gov.uk

Knowsley Council

Monitoring Officer, Huyton Municipal Building, Archway Road, Huyton, L36 9YU

codeofconduct@knowsley.gov.uk

National Council for Further Education (NCFE)

Complaints@ncfe.org.uk

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
SU1	3	Ellie McNeil	EM	Board	Aug 21

Appendix 1 Complaints Form

COMPLAINT REF NO:

NAME AND ADDRESS OF THE COMPLAINANT

DATE OF COMPLAINT

DETAILS OF COMPLAINT

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
SU1	3	Ellie McNeil	EM	Board	Aug 21

SIGNED..... DATE.....

For YMCA use Only

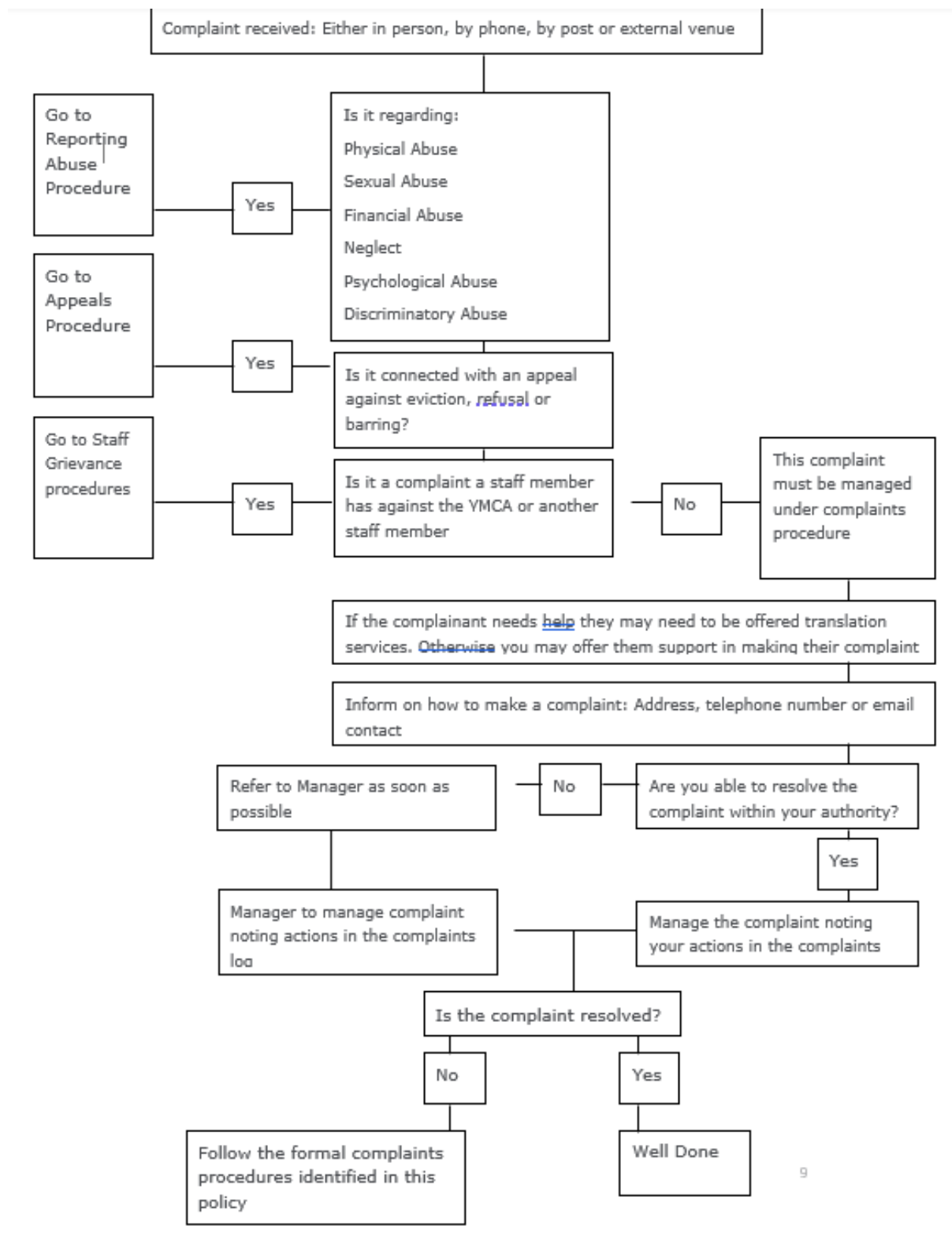
Received By.....

Acknowledgement Date.....

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
SU1	3	Ellie McNeil	EM	Board	Aug 21

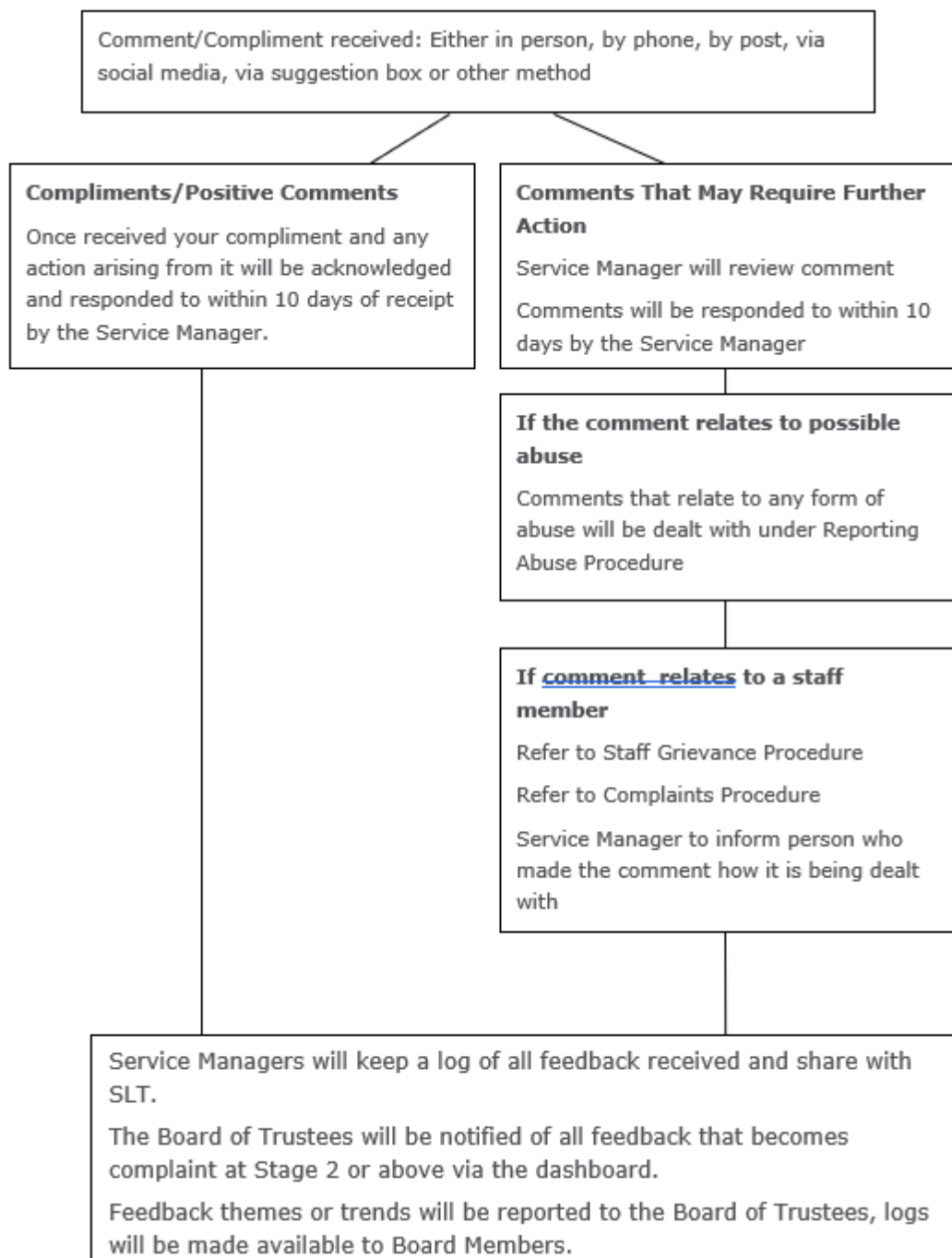
Appendix 3 – Complaint Process Flow Chart

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
SU1	3	Ellie McNeil	EM	Board	Aug 21



Appendix 4 – Comment/Compliment Process Flow Chart

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
SU1	3	Ellie McNeil	EM	Board	Aug 21



Equality Impact Assessment/Change History

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
SU1	3	Ellie McNeil	EM	Board	Aug 21

Document History/Equality Impact Assessment Form	
Title	Compliments, Comments and Complaints Policy
Created	August 2021
Type	Service User Policy
Person responsible for policy	

Reviewed By	Date Reviewed	Next Review	Changes		If YES record new version no.
			Yes	No	
	August 2021	August 2024			

This P&P has an impact on:	Impact		Equality Impact Form completed: Yes/No
	Yes	No	
Age		X	If No comment:
Disability		X	
Race		X	
Gender Reassignment		X	
Religion or Belief		X	
Sex		X	
Sexual Orientation		X	
Pregnancy or Adoption		X	
Marriage or Civil Partnership (in employment only)		X	

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
SU1	3	Ellie McNeil	EM	Board	Aug 21



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.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION