

YMCA TOGETHER

# Complaints Policy & Procedures

June 2025

## Policy Statement

YMCA Together are committed to delivering excellent customer service and consider it to be critical to our success and key to how we measure the quality of our services.

It is really helpful for us to hear about the things that may have gone well. This could be a positive experience people who use our services have had or something that they feel we have done really well.

Hearing feedback about our services helps us to share good practice and ensure that we maintain the highest possible standards of customer satisfaction.

There will be times when customers feel that we have fallen short of the standards we set. We therefore welcome complaints about the quality of our services and will always look to use these to learn and improve.

This Policy will also be used to review complaints made to us by stakeholders or members of the public.

This Policy sets out YMCA Together's approach to receiving and handling complaints, ensuring that they are dealt with in a consistent and transparent way, and in accordance with the Housing Ombudsman Complaint Handling Code. This policy will be made available to all residents. Guidance and information around making complaints will be included in Resident Handbooks, be published on our website, and published on information boards/screens at our services.

This Policy applies to all areas of YMCA Together and covers all complaints received from all residents, service users, and third parties making a complaint on their behalf.

YMCA Together has a detailed two stage procedure for dealing with complaints which adopts Good Practice Guidance on complaints handling. Any complaints which are handled by a third party (e.g. an approved YMCA Together contractor) will follow this policy and procedure.

## Definition

For all YMCA Together Services, a complaint is defined as:

**"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by YMCA Together, its staff, or those acting on its behalf, affecting an individual resident, service user or group of residents or service users."**

We do not expect people to have to use the word 'complaint' for it to be treated as such.

YMCA Together will endeavour to recognise the difference between a service request (pre-complaint), survey feedback, compliment and a formal complaint and take appropriate steps to resolve the issue for service users as early as possible.

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

## Our Principles

YMCA Together will adopt the following principles to ensure that we are able to provide an effective complaints process:

- ▶ We will listen to a complaint and carefully consider the person's expectations and desired outcomes.
- ▶ We will provide accessible means of giving feedback on our services.
- ▶ We will aim to resolve a complaint as quickly as possible.
- ▶ We will investigate complaints giving consideration to our values of **Strength, Humility, Respect, Empathy and Kindness**, and ensure that all responses to complaints are delivered in a way that acknowledges our values.

We consider the individual circumstances of every complaint we receive but there may be some instances where the issue raised will not be dealt with via the complaints process, these are:

- ▶ If the complaint is relating to matters that have previously been considered under the complaints policy.
- ▶ If the complaint relates to an ongoing legal matter.
- ▶ A first request for service, information or an explanation of our policies and procedures.
- ▶ Reported cases of neighbour disputes and related anti-social behaviour will not be dealt with through the complaints process, unless the complaint is about how a case has been dealt with. They will be managed through our Anti-Social Behaviour policy
- ▶ A claim being dealt with by our insurers.
- ▶ If the complaint is directed at the contents of our policies, we may be limited in the resolution that we can come to, however we will use this information when carrying out Policy reviews.

If we decide not to accept a complaint because of the above reasons we will explain and evidence our reasoning with the person who has raised the issue. We will inform the person of their right to take this decision to either the Housing Ombudsman and/or Adult Social Care.

Complaints should be made within a reasonable period which would normally be within 12 months of the matter occurring. In exceptional circumstances we may decide to respond to a complaint outside of this timescale.

We are committed to ensuring that our staff are treated with respect. To protect our staff, we will not engage with any threatening or abusive behaviour, or vexatious complaints. We will deal with any unacceptable behaviour or vexatious complaints under the relevant policies.

We will ensure that making a complaint will not result in any adverse changes to the services received from us.

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

## Complaints Procedure - How to make a complaint.

YMCA Together will provide, as many opportunities to be heard as possible, and ensure that if anyone is dissatisfied about the standard of service, actions or lack of action by YMCA Together, its staff, or those acting on its behalf, then they can have their say.

We will enable people to make complaints in the following ways:

- ▶ In person to any YMCA Together staff
- ▶ Via the telephone by contacting our Head Office on 0151 600 3530
- ▶ Via email [hello@ymcattogether.org.uk](mailto:hello@ymcattogether.org.uk)
- ▶ In writing to be posted to: YMCA Together, 15 Leeds Street, Liverpool. L3 6HU

YMCA Together has a Service Users Forum where representatives on the group are able to raise issues or concerns on behalf of other service users.

If someone wishes to make a complaint they can use the 'Complaint Form' in Appendix A of this document, or ask staff at any of our sites, for a Complaint Form. People can ask a member of staff for support to complete a Complaint Form if this is required.

If people do not wish to complete the Complaints Form, or wish to make a complaint verbally, then we will require the following information to enable us to manage the complaint:

- ▶ Name
- ▶ Contact Information – this can include address, phone number and/or email address
- ▶ Details of what the complaint is regarding
- ▶ Details of the nature of the complaint
- ▶ Details of the specific information of the complaint

All complaints will be recorded on our YMCA Together DAVE system and will be used to help improve our services.

When a complaint is made, we will aim to resolve it as quickly as possible and will respond to all complaints as detailed within this policy.

If a report is received or we suspect that abuse or neglect is taking place, we will refer to our Safeguarding Policies and Procedures. Allegations of abuse and neglect can also be reported directly to the Local Authority.

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

Anyone can make a complaint on behalf of a YMCA Together service user. If a third party is making a complaint on behalf of a YMCA Together service user, we will require consent from the Complainant before corresponding with them. If a resident wishes for a representative to deal with the complaint on their behalf, the representative can attend any meetings with YMCA Together, relating to the complaint. If someone has made a complaint on behalf of a YMCA Together service users, we will respond directly to the service user and send a copy to the third party who made the complaint on their behalf.

If we receive an anonymous complaint that raises a safeguarding or whistleblowing issue, this will be dealt with under the relevant Policy. Our ability to fully explore and feedback on the issue may be limited due to the nature of anonymous complaints. We will record, investigate and monitor anonymous complaints in the same way that we treat other feedback.

We will contact all complainants by their preferred method within 5 days to acknowledge receiving their complaint, and use their preferred method of communication at all stages of our process. If the timescales need to be changed for any reason, we will agree a new timescale with the complainant.

We will keep the complainant informed throughout the investigation of the complaint.

### Resolving Complaints

We acknowledge that a complaint can tell us when something has gone wrong and provides us with the opportunity to put things right. When we are responding to complaints, we will acknowledge that something has gone wrong and set out the actions we have taken, or will take, to put things right. These can include:

- ▶ Apologising
- ▶ Acknowledging where things have gone wrong
- ▶ Providing an explanation, assistance or reasons
- ▶ Taking action if there has been a delay
- ▶ Reconsidering or changing a decision
- ▶ Amending a record or adding a correction or addendum
- ▶ Providing a financial remedy
- ▶ Changing policies, procedures or practices

Any resolutions that we offer will consider and reflect the impact on the complainant and when offering resolutions we will clearly communicate this with the complainant, setting out what will happen and by when and in agreement with the complainant where appropriate. We will follow through any resolution actions to completion and take guidance issued by the Housing Ombudsman when decided on appropriate resolutions for housing related complaints.

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

In some cases, compensation may be requested by the complainant or payable to a complainant where a complaint is upheld. All compensation requests or payments will be agreed by a member of the Senior Leadership Team and calculated based on the impact of the service failure on the customer.

## **Service Requests**

When a YMCA Together service user first contacts us, the relevant member of staff must attempt to resolve the problem. This will usually be one of our frontline staff and they will try and resolve the issue and look for a prompt resolution. An explanation should be provided to the customer that their issue is being managed as a service request but if they remain dissatisfied this can be escalated to a formal complaint verbally with immediate effect. All Service Requests will be logged on YMCA Together's DAVE system detailing the nature of the request and the resolutions offered or put into place and they are also logged to enable YMCA Together to view patterns and trends to further improve its service offer to all service users.

## **Complaint Stages**

### **Stage 1 Complaint:**

YMCA Together will accept a complaint in the most suitable manner for the customer (this can be in person, in writing, by telephone, through a designated third party).

On receipt of the complaint, within 5 working days, an acknowledgment letter will be sent to the complainant, detailing who the complaint has been assigned to for investigation, and the date they should expect a further written response relating to the complaint.

This complaint will be assigned to a Service Manager, who will investigate and respond to the complaint in writing. If during the investigation period, the complainant raises additional related issues, that were not raised during the initial complaint, then these must be incorporated into the Stage 1 complaint investigation.

Complainants will receive a written response within 10 working days, from the complaint being acknowledged by YMCA Together. The written response should address all points raised in the complaint and provide clear reasons for any decisions made, referencing relevant policies, law and good practice where appropriate.

The written response will detail any follow up actions that are required to resolve the complaint and a timescale given for when these are expected to be completed. The complainant should be updated once resolutions actions have been completed.

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

The written response will be written in clear, plain language and include:

- ▶ The complaint stage
- ▶ The complaint definition
- ▶ The decision on the complaint
- ▶ The reasons for any decisions made
- ▶ The details of any remedy offered to put things right
- ▶ Details of any outstanding actions
- ▶ Details of how to escalate the matter to Stage 2 if they are not satisfied with the response

Learning outcomes must be recorded, capturing any changes or improvement to services or ways of working that the matter has helped identify and learn from.

If there are good reasons for a complaint to be extended to allow further investigation if a complaint is particularly complex, then the timeframes for responding to the complaints may be extended, but the complainant must be informed of the reasons why the complaint response has been extended and this extension will not be more than a further 10 working days. If a complaint is extended, then the complainant must be provided with contact details for the Housing Ombudsman if their complaint relates to a housing related matter.

### **Stage 2 Complaint:**

On the conclusion of the Stage 1 Complaints Process if the complainant remains unhappy the complaint should be escalated for a Stage 2 response. Complainants are not required to explain their reasons for requesting a Stage 2 complaint, the onus is on YMCA Together to make reasonable efforts to understand why a complainant remains unhappy after the Stage 1 response. However, if the complainant raises additional issues which do not relate to the issues investigated at Stage 1 then this would be logged as a new Stage 1 complaint.

The Stage 2 response will be carried out by a member of the Senior Leadership Team (SLT) or a member of the Board with support from a Tenant Representative as required.

There may also be occasions where, if appropriate, SLT and Board may nominate another suitable staff member to respond on their behalf.

On receiving confirmation that a request for a Stage 2 complaint has been received the Stage 2 complaint handler must acknowledge, define, and log the Stage 2 complaint within 5 working days. An acknowledgment letter will be sent to the complainant, detailing who the complaint has been assigned to for investigation, and the date they should expect a further written response relating to the complaint.

The Stage 2 responder will contact the customer directly to discuss the complaint and the

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

customer will receive a final written response within 20 working days of the date of the Stage 2 escalation.

The written response should address all points raised in the complaint and provide clear reasons for any decisions made, referencing relevant policies, law and good practice where appropriate.

The written response will detail any follow up actions that are required to resolve the complaint and a timescale given for when these are expected to be completed. The complainant should be updated once resolutions actions have been completed.

The written response will be written in clear, plain language and include:

- ▶ The complaint stage
- ▶ The complaint definition
- ▶ The decision on the complaint
- ▶ The reasons for any decisions made
- ▶ The details of any remedy offered to put things right
- ▶ Details of any outstanding actions
- ▶ Details of how to escalate the matter to the Housing Ombudsman, for a housing related matter, if they are not satisfied with the outcome of the complaint

Learning outcomes must be recorded, capturing any changes or improvement to services or ways of working that the matter has helped identify and learn from.

If there are good reasons for a complaint to be extended to allow further investigation if a complaint is particularly complex, then the timeframes for responding to the complaints may be extended, but the complainant must be informed of the reasons why the complaint response has been extended and this extension will not be more than a further 20 working days. If a complaint is extended, then the complainant must be provided with contact details for the Housing Ombudsman if their complaint relates to a housing related matter.

### **Referral of complaints for Independent Review**

Should the customer remain dissatisfied on conclusion of the Stage 2 response process, they should be directed to the relevant body for an independent review of their complaint. This could include:

- ▶ Housing Ombudsman
- ▶ Care Quality Commission
- ▶ Local Authority Adult Services Commissioning Teams
- ▶ NHS Foundation Trusts
- ▶ Charity Commission

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025



## Complaint Handling

The role of the person dealing with a complaint – the Complaint Handler – is to attempt to find appropriate remedies to resolve complaints so that there shouldn't be a need for further escalation of the complaint, but for all complaints they should:

- ▶ Deal with complaints on their merits, act independently, and have an open mind.
- ▶ Give the complainant a fair chance to set out their position, their expectations, and desired outcomes.
- ▶ Take measures to address any actual or perceived conflict of interest and where this is the case to report to the Complaint Officer who will consider reassigning the complaint handler.
- ▶ Look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.
- ▶ Consider all relevant information and evidence carefully before deciding to uphold or not uphold the complaint.
- ▶ Where a response to a complaint may fall outside of the timescales as set out in this policy, this must be reported to the Complaint Officer, who must ensure that the complainant is kept informed of any delays and the reasons for those delays. The extension of any complaint must not be more than an additional 10 working days for a Stage 1 complaint and no more than 20 working days for Stage 2 complaints
- ▶ Make reasonable adjustments for complainants where appropriate under the Equalities Act 2010 to enable the complaints to be fully and thoroughly investigated.
- ▶ Must not refuse to escalate a complaint to the next stage if the complainant wishes to do so.
- ▶ Keep a full record of the complaints and the outcome, to include, the details of the original complaint and the date received, all correspondence with the complainant and all other involved parties, and any relevant supporting documentation.

## Complaints Officer

YMCA Together has a designated Complaints Officer, who has overall responsibility for complaint handling, including liaising with the Housing Ombudsman and ensuring complaints are reported to the Senior Leadership Team and the Board of Trustees. The Complaints Officer will assess any themes or trends in complaints to identify potential systemic issues, serious risks or policies and procedures that may require revision. The Complaint Officer will look beyond individual complaints and consider whether service improvements can be made as a result of any learning from the complaint.

It is the responsibility of the Complaints Officer to ensure that all staff are adequately trained around complaints and complaint handling and that YMCA Together has a positive complaint handling culture and that YMCA Together uses complaints as a source of intelligence to

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

identify issues and introduce positive changes in service delivery.

The Complaints Officer for YMCA Together is the Deputy Chief Executive.

The Complaints Officer is responsible for producing reports around complaints which will be presented to the Senior Leadership Team monthly, the Service User Panel quarterly and the Board of Trustees on a quarterly basis. It will include information on:

The number of complaints at each stage and the outcome

- ▶ the amount of and reasons for compensation offered (if any)
- ▶ performance in meeting response targets
- ▶ complaints data by key service areas
- ▶ Complaints investigated by any regulatory body relating to our services
- ▶ Key learning outcomes

We will use complaints as a tool to continuously improve our services. We will discuss trends and improvement opportunities with Service Managers, Senior Leadership Team, the Service User Panel and the Board of Trustees. It is the position of YMCA Together that high volumes of complaints is not necessarily seen as a negative, it can indicate that our complaints processes are working well, are well publicised and that people feel confident and able to tell us what is going wrong.

On an annual basis the Complaints Officer will be responsible for producing the 'Complaints Performance and Service Improvement Report' for scrutiny and challenge which will include:

- ▶ An annual self-assessment against the Housing Ombudsman Complaint Handling Code to ensure that this policy remains in line with its requirements. (The self-assessment may be reviewed earlier if there is a significant restructure, merger or change to YMCA Together or a request to do so from the Housing Ombudsman following an investigation.)
- ▶ A qualitative and quantitative analysis of YMCA Together's complaint handling performance, including a summary of complaints that YMCA Together has refused to accept
- ▶ Any findings of non-compliance with the Housing Ombudsman Complaint Handling Code
- ▶ Service improvements that have been made as a result of the learning from complaints
- ▶ Any feedback from the Housing Ombudsman about YMCA Together's performance
- ▶ Any reports or publications produced by the Housing Ombudsman in relation to the work of YMCA Together

The 'Complaints Performance and Service Improvement Report' will be reported to the Board of Trustees, who will produce a response and this along with the report will be

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

If YMCA Together is unable to comply with the Housing Ombudsman Complaint Handling Code due to exceptional circumstances, such as a cyber incident, the Complaint Officer is responsible for informing the Housing Ombudsman, providing information to residents who may be affected and publishing on our website a timescale for returning to compliance with the code.

### **Member Responsible for Complaints**

YMCA Together has an appointed member from the Board of Trustees who has lead responsibility for complaints to support a positive complaint handling culture at the organisation. This person is known as the Member Responsible for Complaints (MRC). The MRC is responsible for ensuring that the Board of Trustees receives regular information on complaints that provides insight into complaint handling performance at YMCA Together. The Complaints Officer will provide the MRC with suitable information and staff to perform in the role of MRC and to be able to report on their findings at Board Meetings. The information that the MRC will receive to review will include:

- ▶ Regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance
- ▶ Regular reviews of issues and trends arising from complaint handling
- ▶ Regular updates on the outcomes of any Housing Ombudsman investigations and progress made in complying with orders related to severe maladministration findings; and
- ▶ Annual complaints performance and service improvement report

The MRC for YMCA Together is the Chair of the Audit and Risk Committee.

### **Complaint Handling Culture**

The Complaints Officer and the MRC are responsible for ensuring a healthy complaint handling culture at YMCA Together. It is the position of YMCA Together that high volumes of complaints are not necessarily seen as a negative, it can indicate that our complaints processes are working well, and well publicised and that people feel confident and able to tell us what is going wrong. There needs to be a healthy culture towards complaints to enable us to meet our aims and as part of this culture YMCA Together is committed to:

- ▶ Taking a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;
- ▶ Taking collective responsibility for any shortfalls identified through complaints, rather than blaming others; and
- ▶ Acting within the professional standards for engaging with complaints as set by any relevant professional body.

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

## Appendices

- A. YMCA Together - Complaints Form
- B. Complaint Acknowledgement Letter Template (Stage 1)
- C. Complaint Acknowledgement Letter Template (Stage 2)
- D. Complaint Response Letter Template (Stage 1)
- E. Complaint Response Letter Template (Stage 2)
- F. YMCA Together Complaints Process Flowcharts
- G. YMCA Together Complaints Recording Procedure

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

**Appendix A - YMCA Together – Complaint Form**

Date of Complaint:	
Name:	
Contact Details:	
Address:	
Telephone:	
Email:	

Complaint Details
This complaint is regarding:
The nature of this complaint is:
The specifics of this complaint are:

Expectations and Desired Outcomes
I would like the following outcomes following this complaint:

Communication Preferences
I would like to be contacted about this complaint by:
In Writing <input type="checkbox"/> By Telephone <input type="checkbox"/> In Person <input type="checkbox"/> By Email <input type="checkbox"/>

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

## Appendix B – Sample Complaint Acknowledgement Letter – Stage 1

[insert complainant name]

[insert address]

[insert date]

Dear [insert complainant name]

### Complaint Acknowledgement – Stage 1

I am writing to confirm my understanding of your complaint about [insert outline of complaint].

I have attached our complaints policy which details the procedure we will follow until we have resolved the situation with you.

Your complaint will be investigated by [insert service manager name and role], and you will hear from us again no later than [insert date].

I would like to thank you for letting us know of your concern, and for your patience while we investigate this matter.

If you have any questions concerning this letter, or would like to discuss the complaint further, please contact myself / [insert staff name], [insert position], on [insert contact number].

Yours sincerely

[insert staff name],  
[insert staff name],  
[insert position]

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

## Appendix C – Sample Complaint Acknowledgement Letter – Stage 2

[insert complainant name]

[insert address]

[insert date]

Dear [insert complainant name]

### Complaint Acknowledgement – Stage 2

I am writing to confirm that following the outcome of your complaint on dd/mm/yy you have informed us that you are dissatisfied with the outcome and would like the complaint to be escalated to Stage 2 of our complaints process.

Your complaint will be investigated by [insert SLT member name and role], and you will hear from us again no later than [insert date].

I would like to thank you for letting us know of your concern, and for your patience while we investigate this matter.

If you have any questions concerning this letter, or would like to discuss the complaint further, please contact myself / [insert staff name], [insert position], on [insert contact number].

Yours sincerely

[insert staff name],  
[insert staff name],  
[insert position]

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

## Appendix D – Complaint Response Letter Template – Stage 1

[insert complainant name]

[insert address]

[insert date]

Dear [insert complainant name]

### Complaint Response – Stage 1

I am writing to inform you of the outcome of my investigation into the complaint you made about [insert complaint detail].

I have determined that your complaint has been [upheld/not upheld].

The reason I have come to this decision is [insert information to evidence decision made].

As a result of your complaint, I have decided that the following actions are required to put things right [insert remedy actions identified, to include dates these will be completed, any actions that have already been completed, and how you will keep the complainant updated about the completion of outstanding actions, if appropriate/relevant].

I hope that you feel satisfied with the outcome of your complaint but if not then you are free to progress your complaint to Stage 2 of our complaints process. If you would like to do this then please let me know and I will escalate your complaint.

I would like to thank you for letting us know of your concern, and for your patience while we investigated this matter.

If you have any questions concerning this letter, or would like to discuss the complaint further, please contact myself / [insert staff name], [insert position], on [insert contact number].

Yours sincerely

[insert staff name],  
[insert staff name],  
[insert position]

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025



## Appendix E – Complaint Response Letter Template – Stage 2

[insert complainant name]

[insert address]

[insert date]

Dear [insert complainant name]

### Complaint Response – Stage 2

I am writing to inform you of the outcome of my investigation into the complaint you made about [insert complaint detail].

I have determined that your complaint has been [upheld/not upheld].

The reason I have come to this decision is [insert information to evidence decision made].

As a result of your complaint, I have decided that the following actions are required to put things right [insert remedy actions identified, to include dates these will be completed, any actions that have already been completed, and how you will keep the complainant updated about the completion of outstanding actions, if appropriate/relevant].

I hope that you feel satisfied with the outcome of your complaint but if not then you are free to progress your complaint for independent review, including to the Housing Ombudsman for a housing related complaint. If you would like to do this then please let me know and I will be happy to support you to escalate your complaint.

I would like to thank you for letting us know of your concern, and for your patience while we investigated this matter.

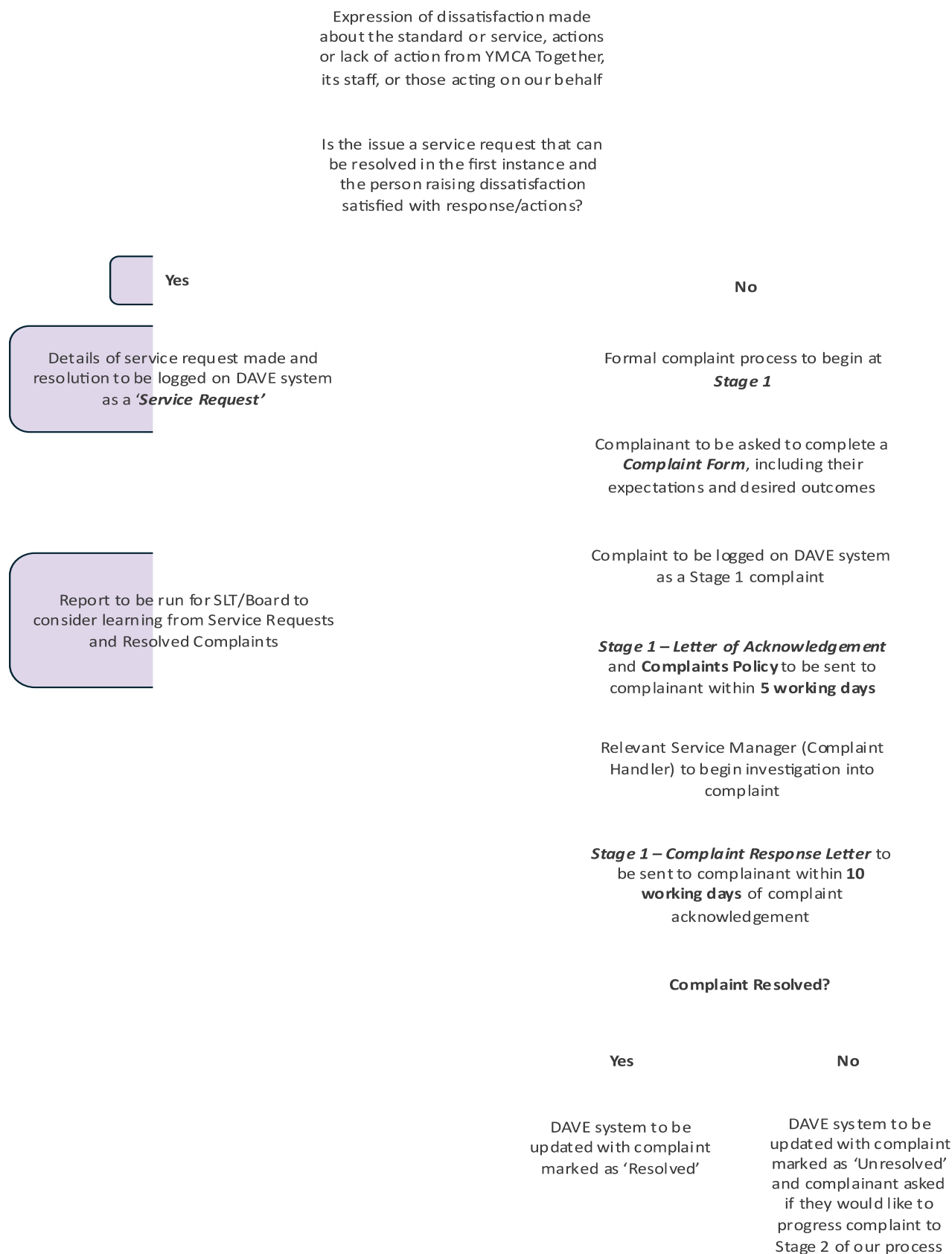
If you have any questions concerning this letter, or would like to discuss the complaint further, please contact myself / [insert staff name], [insert position], on [insert contact number].

Yours sincerely

[insert staff name],  
[insert staff name],  
[insert position]

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

## Appendix F – Complaint Process Flowchart – Stage 1



Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

## Appendix F – Complaint Process Flowchart – Stage 2

Complaint Handler at Stage 1 to send  
**Stage 2 – Letter of Acknowledgement**  
to complainant within **5 working days**  
of notification of complainant  
informing us they would like to  
escalate complaint.

Complaint to be logged on DAVE system  
as a Stage 2 complaint

Stage 2 Complaint Handler to be  
informed of complaint and begin  
investigation into complaint

**Stage 2 Complaint Response Letter** to  
be sent to complainant within 20  
working days from date of request to  
escalate to Stage 2 of process

### Complaint Resolved?

**Yes**

DAVE system to be  
updated with complaint  
marked as 'Resolved'

Report to be run for  
SLT/Board to consider  
learning from Complaint

**No**

DAVE system to be  
updated with  
complaint marked as  
'Unresolved' and  
complainant informed  
that they have reached  
the end of our  
complaints process and  
if they still wish to  
continue the complaint  
they should be  
signposted to the  
relevant body for  
independent review

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

Complaints Feedback form			
Date of Complaint:			
Name:			
Contact Details			
Address:			
Telephone:			
Email:			
Complaint Details			
This Complaint is regarding:			
Do you feel your complaint was dealt with appropriately	Yes	No	No comment
Are you happy with the outcome	Yes	No	No comment
Further comments			
<p>Is there anything else that you would like to say about how your complaint was handled. Please use this space to include: what we did well, what could we have done better</p>			
Sign:		Date:	

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

## Appendix G – YMCA Together Complaints Recording Procedure

### Complaints Log

#### Recording Complaints from Service Users/Formal Service Users

To record a Complaint from a Service User or Former Service User please access their record on DAVE and click on their Forms Tab

You will then need to add a Complaints Form

Form Name	Version	Category	Created	Updated	By	Status
Risk Assessment Form	Version 1	General	09/08/2022	09/08/2022	david.pugh	Draft
SS & NGH Mental Wellbeing Form	Version 1	General	07/07/2022	07/07/2022	david.pugh	Draft

Select Complaints Log and SAVE

**Add a new version of a form**

Form Name: Complaints Log

Form Version Name: Version 1

Copy answers from previous version? ☐

Save Close

You can then complete the Relevant Sections of the Form (Please note Stage 2 will not appear until the stage before is complete.

**Complaints Log : Version 1**

**Form Control** | Complaints Log

**Informal Complaint**

**Stage 1 Complaint**

Please ensure the Complaint Form and any responses relating to the persons complaint are saved under the Clients Files.

Date of Stage 1 Complaint: [ ]

Date Acknowledgment Letter Sent: [ ]

Date Written Response Sent Stage 1: [ ]

Outcome of Stage 1 Complaint: [ ]

Further Details relating to Outcome of Stage 1 Complaint?: [ ]

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

## Recording Complaints from other persons

If the complaint is not in relation to a service user or a former service user you can add the complaint under the Complaints Log on the service page to do this you will access your service and click on Forms

Service: RISE Rehabilitation Service

General Tasks **Forms** SP Info Contacts Supports Files Vacancies Accommodation Waiting List Events Financial Contracts Ledger

Provider Name YMCA Liverpool and Sefton

Service Name \* RISE Rehabilitation Service

SP Service Id

Service Type \* Liverpool Accommodation Based Services

Then Select the Complaints Log Form hit SAVE

Add a new version of a form

Form Name Complaints Log

Form Version Name Version 1

Copy answers from previous version? ☐

Save Close

You can then complete the Relevant Sections of the Form (Please note Stage 2 and Stage 3 will not appear until the stage before is complete.

Complaints Log : Version 1

Form Control Complaints Log

This form is to be used to record the stages of a Complaint, please complete the relevant sections.

Name of Service Complaint Relates To

Details of Complaint

0/1000

Informal Complaint

Date Informal Complaint Raised

Date of Outcome of Informal Complaint

Outcome of Informal Complaint

Further Details relating to Outcome of Informal Complaint

0/1000

Name of Member of Staff dealing with Informal Complaint

Stage 1 Complaint

Please ensure the Complaint Form and any responses relating to the persons complaint are saved under the Clients Files.

Date of Stage 1 Complaint

Date Acknowledgment Letter Sent

Date Written Response Sent Stage 1

Outcome of Stage 1 Complaint

Further Details relating to Outcome of Stage 1 Complaint?

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

Adding Complaints Documentation

Please add all Complaints Documentation to Client Files if the complaint is from a Service User/Former Service User. If the complaint is from another person then add the documentation to Service Files.

Click on the Relevant Files Tab

Client: Cathy Test

LaunchpadSUMMARYStatus AlertFormsFilesAssessmentsReferralsPlacementsEventsTasksSupport PlansLettersWaves Multiple NeedsAdditional InfoViewed ByLedgerReportsTransfers

There are no files in the system for this Client for the specified criteria.

SaveClose

Add FileDelete

Then Add File

New Client File

GeneralLinked Records

SurnameTest

Forename(s)Cathy

File Name \*Choose File No file chosen

File Category \*General

Description \*Complaint Stage 1 Acknowledgement Letter 270623

Client Photo?☐

Providers?☐

Agencies?☐

Clients?☐

Sensitivity LevelNot Sensitive

File Status \*Current

Comments (Formatting will affect the character count)

↶↷

**B***I*U

☰☷

[Link](#)

[Insert](#)

When Adding the File Description we would advise starting the description with Complaint then the Stage and then type of documentation followed by the date

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025

## Equality Impact Assessment/Change History

Document History/Equality Impact Assessment Form	
Title	Complaints Policy
Created	17 <sup>th</sup> June 2023
Type	Housing Services
Person responsible for policy	Jon Metcalfe

Reviewed By	Date Reviewed	Next Review	Changes		If YES record new version no.
			Yes	No	
Jon Metcalfe	16/06/23	16/06/26	<input checked="" type="checkbox"/>		HS005
Jon Metcalfe	17/06/24	16/06/25	<input checked="" type="checkbox"/>		HS005a
Jon Metcalfe	13/06/25	13/06/26		<input checked="" type="checkbox"/>	HS005a

This P&P has an impact on:	Impact		Equality Impact Form completed: Yes/No
	Yes	No	
Age		X	If <b>No</b> 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	

Privacy Impact Assessment (PIA)	Yes	No
Does this policy have a significant impact on the use, collection and storage, retention and personal data?		X
If Yes, please state what actions are required to ensure adequate privacy for persons affected:		

Policy No.	Issue No.	Policy Owner	Reviewed by	Authorised By	Date
HS005a	2	Deputy Chief Executive	Jason Thomas	SLT	June 2025





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.