

**COMPLIMENTS, COMPLAINTS, CONCERNS POLICY**

<b>Description of Policy / What is it for?</b>	YMCA Bournemouth aims to provide a good standard of services for all its clients, customers and others with whom it may come into contact. Sometimes things are not up to this standard, so this policy allows for individuals to let the YMCA know issues which arise, and also to compliment when things are going well.
<b>Purpose of policy / Objectives</b>	The policy, in compliance with the Equality Act 2010, aims to provide a consistent and positive approach to complaints handling and to receiving compliments and to use the experience as an aid to improve service delivery. This will help the Association to deliver satisfaction to clients or members of the community and for others who may complain.
<b>Scope</b>	This policy covers all YMCA Bournemouth staff, workers, contractors, trustees and volunteers
<b>Other relevant approved documents</b>	<ul style="list-style-type: none"> <li>• Grievance procedures</li> <li>• Whistleblowing policy</li> <li>• Equal Opportunities &amp; diversity policy</li> <li>• Confidentiality policy</li> <li>• Social Media Policy</li> </ul>
<b>Date of Issue/Re-Issue</b>	December 2020
<b>First/Review date</b>	December 2023
<b>Prepared by</b>	Mark Inkpen (Senior Operations Officer)
<b>Monitoring and evaluation</b>	YMCA Bournemouth will monitor the implementation of this policy through supervision of staff to ensure its effectiveness. Senior Managers will ensure legislative adherence.
<b>Approved by</b>	Operations Management Team
<b>Authorised by</b>	YMCA Board of Trustees

**Version Control** (To be completed by the Policy Author)

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Status</b>	<b>Comments</b>
4.	December 2020	Mark Inkpen	Approved	
3.	November 2018	Mark Inkpen	Approved	
2.	September 2015	Mark Inkpen	Approved by Board of trustees	
1.	September 2004	Linda Voysey	Approved	

## **Statement of intent**

YMCA Bournemouth strives for high standards in everything that it does and we believe that all of our customers and clients deserve the best service possible and are entitled to expect courtesy and prompt, careful attention to their needs and expectations. We welcome suggestions on how we can improve and will give prompt and serious attention to any concerns as feedback is invaluable in helping us to evaluate and improve our work.

## **Compliments Policy**

The purpose of the Compliments policy is to ensure that compliments received from customers, service users, staff, workers, contractors, volunteers and partner bodies are recorded, acknowledged and conveyed to the individuals being thanked and other staff. Compliments will be regularly analysed so that areas for improvement and potential good practice can be identified and used to promote good practice.

## **What is a compliment?**

A compliment is an expression of satisfaction with a service provided by an individual, a team or YMCA Bournemouth as a whole. The compliment could be from anyone who engages a service or is in receipt of a service from YMCA Bournemouth.

## **How can a compliment be given?**

- In person at one of our Centres
- By phone
- By email to [enquiries@ymcabournemouth.org.uk](mailto:enquiries@ymcabournemouth.org.uk)
- In writing via letter, customer feedback forms, suggestion boxes etc

The compliment will be passed on to the relevant member of staff and their line manager within 3 working days.

## **Complaints Policy**

YMCA Bournemouth views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint, ideally before an issue becomes worse.

A complaint is defined as “an expression of dissatisfaction, however made, about the standard of service, actions, or lack of actions by the organisation, its own staff, or those acting on its behalf affecting an individual or group of clients/customers”.

Our policy is:

- To provide a fair, clear and easy to use complaints procedure for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To ensure all staff are aware of what to do when a complaint is received
- To ensure that all complaints are investigated fairly and in a timely way
- To make sure that complaints, wherever possible, are resolved and that relationships are repaired
- To gather information which helps us to improve what we do and maintain our services and relationship with our residents, and the public.

This policy does not cover complaints from staff, who should use YMCA Bournemouth's Grievance policies.

### **When should you complain?**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of YMCA Bournemouth.

If you are not happy with something tell us. You should complain if you feel we have:

- Not met a commitment that we made to you
- Failed to provide a service or an acceptable standard
- Treated you unfairly or impolitely
- Not done something we said we would do
- Done something badly or that we should not have done.

### **Who can complain?**

Anyone who has a legitimate interest in YMCA Bournemouth can complain. You don't have to be one of our residents to complain about our service. You may wish to have a friend, relative or support worker help you make your complaint. We are also happy to take complaints from other people including our health and fitness users, families, and young people we work with and any partner agencies or neighbours.

### **Exclusions**

YMCA Bournemouth will accept a complaint and look into it unless there is a valid reason not to do so. The circumstances when a complaint may not be considered are:

- The issue is, or has been, subject to legal proceedings
- A liability issue that is subject to an insurance claim
- The complaint has not been raised within a reasonable time frame. I.e. The issue took place more than 6 months ago. If it is a recurring issue, older reports will however be taken into account for background information
- The complaint has been considered already
- The complaint is being pursued in an unreasonable manner

If one of the circumstances above is relevant, a detailed explanation will be given to the person as to why this is the case. A YMCA resident will be able to challenge this decision, via the Housing Ombudsman, who will instruct further action if necessary.

### **How do I complain?**

You can make a complaint in whatever way is best for you, for example:

- In person
- By phone
- Via our website
- In writing – letter, customer feedback forms
- By email to the manager or [enquiries@ymcabournemouth.org.uk](mailto:enquiries@ymcabournemouth.org.uk) which will then be directed to the appropriate manager.

If a complaint is made via social media channels, this should be acknowledged asap online and followed up with the person making the complaint and they should be asked to put in their complaint using one of the means listed above and move off of social media to respond, in a non-public way to maintain confidentiality and privacy.

If you need help to write or explain your complaint, YMCA Bournemouth are committed to make reasonable adjustments to our procedures to ensure you can do so. Please speak to a member of staff who will be able to help you to make your complaint. We will also consider you appointing a representative to aid you in making your complaint and liaising with the person dealing with it.

### **Confidentiality**

All complaints will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Dealing with your complaint**

The member of staff (The Complaints Officer) dealing with your complaint will need to know your name and address and how they can contact you to follow up (except in the case of an anonymous complaint).

We will:

- Acknowledge receipt of your complaint within 5 working days
- Listen to you and, if appropriate try to put right whatever it is that you are not happy about
- Make sure we sort out your complaint promptly, politely, sensitively and fairly
- Respond within the timescales set out in our complaint's procedure
- Keep you informed if we need to take longer to sort out your complaint
- Tell you who to contact should you wish to appeal and move to the next stage of the complaint's procedure.

When communicating, the YMCA will use plain language that is appropriate to the person who has a complaint. The Complaints Officer shall address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate. At the completion of each stage of the complaints process we will write to the complainant advising them of the following:

- the complaint stage
- the outcome of 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 if dissatisfied.

From time to time, YMCAB may receive complaints that are numerous and/or vexatious in nature, or the complainant acts unreasonably when pursuing their complaint. YMCAB staff will hold a meeting with the complainant to set out clearly the actions they will take and the standards of behaviour that they can reasonably expect from the complainant. A record will be made of the meeting and of all decisions made. YMCAB may offer mediation or in severe cases refuse to investigate and suggest escalation directly to the Housing Ombudsman

## **Complaints Procedure**

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff/volunteer. If this does not have the desired result we have a set of procedures for dealing with concerns.

We aim to bring all concerns to a satisfactory conclusion for all the parties involved.

To achieve this, we operate the following complaints procedure.

### **Stage 1 (Informal concerns)**

In the first instance, the concern should be raised informally with a member of staff or person in charge of the service/department and the issues ideally dealt with in this way.

### **Stage 2 (Formal)**

If this does not result in a satisfactory outcome, or if the situation is considered to be of a more serious nature, or if the problem is a recurrent one, the concern/complaint should be put in writing to the person in charge of the service/department. We will acknowledge your concern/complaint within 5 days and a decision made within 10 working days. Both parties are entitled to ask for another person to be present at a meeting. An agreed written record of the discussion is made. Most concerns/complaints should be resolved informally at Stage 1 or Stage 2. Individuals will be informed that if they are not satisfied with the response to their complaint they may appeal to a member of the Executive Management Team within 14 days and progress to stage 3.

### **Stage 3 (Formal Appeal)**

If you are not satisfied with the way your complaint has been handled a meeting is requested with a member of the YMCA's Executive Management Team to appeal. They will review the stage two investigation and will recommend that this action is upheld or implement changes to the stage two actions. Both parties are entitled to ask for another person to be present during a meeting. An agreed written record of the discussion is made. All parties present at the meeting should sign the record and receive a copy of it. This signed record signifies that the procedure has concluded. The meeting will be held within 10 working days of the complaint going to the Executive Management Team.

If the complaints procedure has been followed but you are still not happy with the outcome, you may want to take things further. You also have the right at any time to contact an appropriate independent body to discuss your complaint, although they will generally want you to follow the YMCA's procedure in the first instance.

If the complaint is about the CEO then the matter will be discussed with two trustees from the Board of Directors.

### **Housing**

Independent Housing Ombudsman Service  
PO Box 152, Liverpool, L33 7WQ  
Tel: 0300 111 3000  
Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
Website: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

### **Children's Services**

Ofsted (The Office for Standards in Education, Early Years Directorate)  
Tel: 0300 123 4666  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

### **The Charity Commission**

Information about the kind of complaints the Commission can involve itself in can be found on their website at: [www.charitycommission.gov.uk/complain-about-charity](http://www.charitycommission.gov.uk/complain-about-charity).

### **Records**

A record of all concerns/complaints against all staff/volunteers in YMCA Bournemouth projects/departments is kept, including the date, the circumstances of the concern/complaint and how the concern/complaint was managed. This will be done in accordance with the data protection Act, and GDPR regulations of 2018. An annual review will be completed by each Department Manager to see if there are any issues or trends from the complaints.

### **Anonymous Compliments and Complaints**

Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

**Complaints/Concern Form**

This form is not only for formal complaints but to register issues that you feel we need to discuss.

This is a formal complaint

This is a matter of concern

This is a suggestion

Name of project/department

Date of report

Name and address of person  
With complaint/concern

Has the person with complaint/concern received a copy of the complaints procedure? Yes  No

Date(s) and time(s) of circumstances leading to the complaint/concern

Date(s)

Time(s)

Brief outline of the nature of the concern/complaint/suggestion

Brief outline of the circumstances

Initial action taken by the person with complaint/concern (if applicable)

Action requested from person in charge

Availability for discussion Yes  No  Preferred Date/time

I wish to make a formal complaint and request that my complaint is acknowledged and investigated by the person in charge as soon as possible, and that I am informed of the outcome

I wish to raise this as a matter of concern and request that the issue is acknowledged and investigated by the person in charge as soon as possible, and that I am informed of the outcome.

Signed by person making the complaint

Date

Staff signature  
(if completed by member of staff)

Date

Print name

# YMCA Bournemouth

## Housing Complaints Form

<b>Name of person making complaint:</b>		Resident / Public / Other Service / Staff
<b>Address:</b>		
<b>Name of person recording complaint:</b>		Resident / Public / Other Service / Staff
<b>Connection to person making the complaint:</b>		

Complaint recorded:		
Date	Time	Location

Incident occurred:		
Date	Time	Location

<b>Complaint is about:</b>	
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Details of complaint:



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Signed: \_\_\_\_\_

**Action taken so far, if any:**

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**What action do you feel should be taken:**

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**Manager's comments/outcome:**

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Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Compliment form**

Date:        /        /

Location: \_\_\_\_\_

Your Name: \_\_\_\_\_

Your Contact details: \_\_\_\_\_

\_\_\_\_\_

Would you like a reply:    YES / NO    (please delete as necessary).

Employee's name: \_\_\_\_\_

Subject Area: \_\_\_\_\_

Your Comments: \_\_\_\_\_

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***Thank you for your feedback***