

Lincolnshire YMCA Ltd

Policy Document

Complaints & Feedback

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Lincolnshire YMCA is committed to providing a quality service for its customers, clients (people we serve), and stakeholders, working in a transparent and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers, clients, and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Definition: Lincolnshire YMCA defines a complaint or concern as 'any expression of dissatisfaction (with Lincolnshire YMCA; inclusive of staff, trustees and our services) whether written or verbal that requires a response.

Purpose: The complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Therefore, we aim to ensure that:

- making a complaint or raising a concern is as easy as possible;
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, we will update with relevant information where possible
- we learn from complaints and use them to improve our service

Housing Complaints

Please note that this policy does not cover Housing Complaints. If you have a complaint relating to our Housing provision you should use the separate Housing Complaints Policy and Procedure that can be found on our website.

Informal concern/complaint

We recognise that many concerns can and may be raised informally, sometimes these concerns can be dealt with and resolved to everyone's satisfaction quickly and efficiently.

- If you have a concern or complaint please speak to a member of staff who will refer your concern to an appropriate Manager
- We aim to resolve informal concerns quickly
- Arrange communication between the complainant (you) and the individual to whom the complaint has been referred (Lincolnshire YMCA).
- Where possible provide an answer or resolution promptly

An informal approach can be very effective allowing a satisfactory conclusion for both parties. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Formal Complaints

How to make a formal complaint:



- Put your complaint or formal concern in writing, to Lincolnshire YMCA normally within 4 weeks of the issue arising;
- In the first instance please address this complaint to the **Chief Executive**, who may then delegate the handling of the complaint to a relevant Director or Manager. If the complaint relates to any of our childcare provisions, you also have the right to contact OFSTED.
- Explain the problem as clearly and as fully as possible, including any action, correspondence or conversations to date and any supporting relevant information;
- Where possible also include what you feel will resolve the issue/s satisfactorily

What happens next:

Lincolnshire YMCA's nominated representative will:

- Contact you and acknowledge the formal complaint in writing within 5 working days.
- Respond to the complaint within a stated period of time; normally within 15 working days (if there is a likelihood that we cannot respond within this time frame we will inform you and keep you updated)
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.
- Where possible (without breaching confidentiality/GDPR) respond to your complaint and detail any action taken.

Please note:

- Please allow Lincolnshire YMCA a reasonable time to deal with the matter.
- Recognise that some circumstances may be beyond Lincolnshire YMCA's control.

Responsibility for Action: All Staff, and Trustees of Lincolnshire YMCA.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Lincolnshire YMCA maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Formal Complaints Procedure Stage 1

- In the first instance, if you are unable to resolve the issue informally, you should write to the Chief Executive (YMCA Lincolnshire, The Showroom, Lincoln, LN6 7QY). In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.
- You can expect your complaint to be acknowledged within 5 working days of receipt. You should get a response and an explanation within 15 working days.

Our contact details can also be found on the “Contact Us” part of the Lincolnshire YMCA website www.lincsymca.co.uk.

Stage 2

- If you are not satisfied with the response to the complaint then you can write to Lincolnshire YMCA's Chair of the Board of Trustees, at Lincolnshire YMCA, The Showroom, Lincoln, LN6 7QY.
- Asking for your complaint and the response to be reviewed; Setting out the reasons for your continued dissatisfaction and why you do not believe the matter to be resolved.
- You can expect the Chair to acknowledge your request within 5 working days of receipt and a response within 15 working days.

Lincolnshire YMCA's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

NB If your original complaint was against the CEO then the handling of any complaint will be handled by the Chair of the Board of Trustees. If it related to the Chair of the Board of Trustees handling of this complaint would be delegated to the Vice Chair.

Types of Complaints this policy does not cover:

There are separate policies to cover other types of complaint which are not covered in this policy:

- An appeal against a decision not to house or to evict: **Housing Appeals Policy**
- A grievance of an employee against another employee or their employer: **Grievance Policy**
- A complaint that would fall under the **Safeguarding of vulnerable adults / children and young people policy**
- Any situation which may be covered under the Whistleblowing Policy and



Procedure

Any of the above mentioned policies can be requested via HR at any time: Hr@lincsymca.co.uk

