

What happens after I make my complaint?

Your complaint will be acknowledged in 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 resolve 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 written information about the outcome of the complaint. Sometimes we are not always able to take the action you want, but we will take time to explain what we have done as a result of your complaint, and why.



If you are not happy with the results, you can ask for a review of your complaint. This will be done by the manager of the person who led on the complaint, or another manager who is not connected.

If you are still not happy after this review, you will be given information about next steps, or you can look at our complaints policy and procedure for next steps.

Further information

You can ask to see our full Complaints Policy, or speak to a staff member at the service you want to complain about.

T: 01273 222550
E: complaints@ymcadlg.org

Head Office
YMCA DownsLink Group
Reed House
47 Church Road
Hove, BN3 2BE

Or you can speak to a staff member at the service you are accessing.

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 6 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 DLG.

YMCA DOWNSLINK GROUP

HOW TO MAKE A COMPLAINT?

Help us improve our services



Why do we want to hear about complaints?

It is our aim at YMCA DownsLink Group 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 (e.g. reviewing a policy, changing a practice, or organising training for staff).

We want to improve your experience here, and make sure others have a better experience too.

How do you make a complaint?

If you feel able to, you could speak to the person you have a complaint with and see if it can be sorted out this way. If you don't feel able to, you can speak to, or write to, their line manager.

You can **put the complaint in writing**, by letter or email (see back of leaflet).

You can also raise a complaint by **speaking to a worker you feel comfortable talking to**. They will guide you along the process of making a complaint.

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.



We Aim to:

- ▶ Treat all complaints seriously and sensitively
- ▶ Have all complaints acknowledged (within 5 working days wherever possible)
- ▶ Keep in contact with you throughout the process
- ▶ Be fair in our investigations
- ▶ Respond with an explanation of any actions taken (no later than 28 working days and we will let you know if we need to take longer)
- ▶ Identify and apologise where things have gone wrong
- ▶ Improve the quality of our work and services

We will handle your complaint sensitively, and only share your complaint with the people who can help us work out the next steps.

We do need to collect information on all the complaints that we get- so we have a department that keeps a record of all complaints. This helps us know we are handling complaints properly.

Please tell us if you have any concerns about sharing information about your complaint.