

Why do we want to hear about complaints?

It is our aim to provide the best service in a fair way to everyone. If you feel we haven't achieved this we want to know so we can take things right. We want to learn and improve.

Our Aims

- ▶ Have all complaints acknowledged within 5 working days
- ▶ Treat all complaints seriously
- ▶ Be fair in our investigations
- ▶ Respond to you with our findings within 10 working days (if we need longer, we will let you know)
- ▶ Identify where things have gone wrong, apologise and put things right where we can
- ▶ Learn from complaints
- ▶ Improve our services for the future

Further information

Please ask to see the Complaints Policy and Procedure, which you can find here:
www.ymcadlg.org/complaints/

YMCA
DOWNSLINK GROUP

YMCA



What do we do with your information?

We keep all information on complaints securely, with access to this information restricted. We keep complaints for up to 6 years, after which it will be securely destroyed.

Registered Charity number: 1079570
Social Housing number: 4644

HOW TO MAKE
A COMPLAINT?

Help us improve our services

How do you make a complaint?

We can accept a complaint in many ways:

Phone: 01273 222550

Email: complaints@ymcadlg.org

Letter to our main office:

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

You can also ask someone else to raise a complaint for you (a family member for example). We will need your permission to investigate.

If you are living in YMCA DLG accommodation -
you can contact The Housing Ombudsman:
www.housing-ombudsman.org.uk/

Email them at any stage of your complaint on:
info@housing-ombudsman.org.uk

Complaints related to noise or antisocial behaviour may be dealt with through a separate ASB procedure, depending on circumstances.



What happens next?

The complaint process has up to two stages – almost all complaints are resolved at stage 1, but there is a stage 2 for those who need it.

Stage 1 Up to 10 working days

Once you have told us about your complaint, the staff member leading on your complaint (usually a manager) may meet with you, or contact you, to hear more about your complaint.

They will look into the complaint. This may involve speaking to others connected to the complaint and looking at records and other relevant information.

You will get a written response with the outcome of your complaint within 10 working days but if it is going to take longer, we will let you know.

We will explain what we have done and why. We will be clear about the actions and learning from your complaint.

If you are not happy at the end of stage 1 you can ask for a review, Stage 2.

Stage 2 Up to 20 working days

This will be done by another manager not connected to the complaint and can take up to 20 working days.

We will explain what we have done in Stage 2 and clearly explain the outcomes and any actions we will be taking as a result of your complaint.