**Making a Complaint**

**What is a complaint?**

A complaint is where dissatisfaction is expressed about a service and we have been unable to remedy

the situation to the customer’s satisfaction.

**Making a complaint**

A complaint can be raised within 6 months of the occurrence which is being complained about in the

following ways:

* Completing a complaint form and handing it in at reception
* By email or letter to the Complaints Officer, YMCA Dulverton Group, The Apple Store, Coombe Lodge, Blagdon, BS40 7RE or listenedto@ymca-dg.org
* Completing the complaint form on the YMCA Dulverton Group’s website [www.ymca-dg.org](file:///C:\Users\Georgina.Jones\Downloads\www.ymca-dg.org)
* Verbally to a member of staff who will support the complainant in completing a complaint form.

**Stage 1: Complaint**

We will respond within:

|  |  |
| --- | --- |
| 5 working days | We will acknowledge receipt of the complaint. We will then arrange to meet with the complainant (where appropriate) to review the complaint and gather further information. |
| 10 working days | We will write to the complainant setting out our findings and if necessary, offering resolution. |

If the complainant is not satisfied with the response to the complaint, they have the right to appeal within 2 weeks.

**Stage 2: Appeal against decision**

A review of the decision will be taken by a member of the Senior Management Team or other appointed person who was not involved in the original decision.

Appeals against a decision will be progressed within:

|  |  |
| --- | --- |
| 5 working days | We will acknowledge receipt of the appeal. The officer hearing the appeal will arrange to meet with the complainant (where appropriate) to understand the grounds for the appeal. |
| 20 working days | We will write to the complainant setting out our findings and if necessary, offering resolution. |

**COMPLAINT FORM:**

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | | |
| Address |  | | |
| Complaint about | ⬜ Service quality | ⬜ Support | ⬜ Maintenance |
| ⬜ Staff | ⬜ Catering | ⬜ Other |
| Details of complaint |  | | |
| Signed |  | | |
| Date |  | | |