

Complaints Guide

How to make a complaint, make a suggestion or to say something nice about your home to your landlord...



How we sort out your complaints or problems

We want everyone who lives in our accommodation to be happy with the place they live, however from time to time we may miss things, or you may have concerns about the quality of accommodation.

In such times we want to ensure that individuals, or their family or friends, can raise a concern or make a complaint. As well as hearing about when things go wrong, we want to know when things go right, when you have a suggestion to make our service better, or simply wish to say what we are doing well.

This leaflet is to help you understand how to make a complaint or to tell us about something you are worried about.

How to complain or tell us about something that's not going well

You can speak to a member of the accommodation support team who will try and help you with the issue.

If this isn't working, then you can make a complaint.

A named person, like a family member, or someone from your support service will support you with how to make a complaint or suggestion if you want them to.

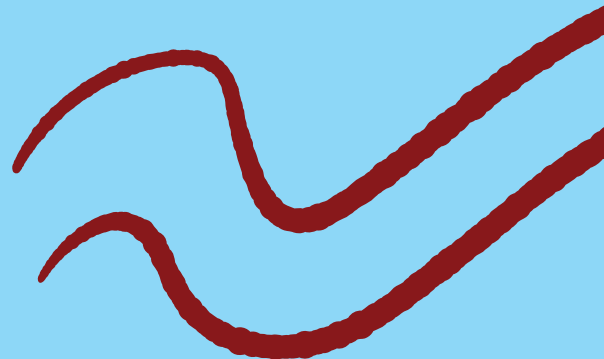
Please do let us know their name as well when you make your complaint so we can speak to them.

Where to send your complaint or suggestion

Send your complaint or suggestion to:

listenedto@ymca-dg.org

Or you can go to our website [www.ymca-dg.org/
compliments, comments or complaints](http://www.ymca-dg.org/compliments, comments or complaints)



What happens when you make a complaint?

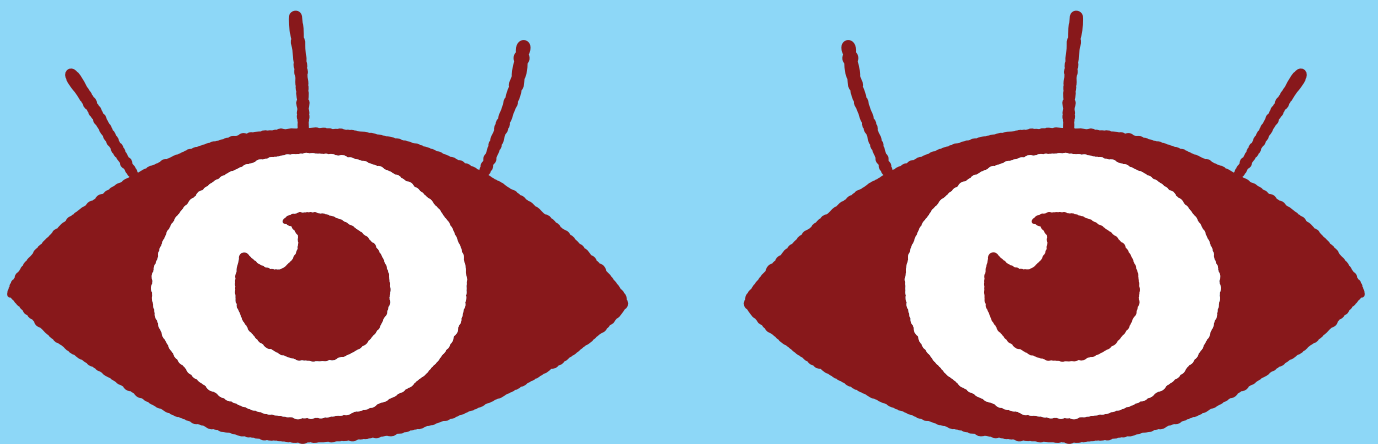
When we get a complaint from you, we will contact you within 5 days to let you know we are looking into it.

We will then look into your complaint as quickly as we can. During this time, we might need to speak to you again to ask more information.

We will normally reply to you within 10 days about your complaint. Sometimes there are things that relate to your complaint that mean we might need to take longer. If this is the case, we will tell you.

Who will be in charge of looking into your complaint or problem?

Once we have your complaint we will look into it.



What if you are not happy with how your complaint or problem was handled?

You can inform YMCA Dulverton Group you are not happy and tell us why you aren't happy and ask us to look again at your complaint. We call this the appeal.

We will normally answer your appeal within 20 days.

What if you are still not happy with how your complaint or problem was handled?

If you are still not happy with your complaint you can then contact the Housing Ombudsman. They will look into your complaint and how we handled it.

You can call them on - 0300 111 3000

Or write to them at:
Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ



Here for young people
Here for communities
Here for you

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE