

Complaints Policy

YMCA Fairthorne Group is committed to providing excellent levels of service. We strive to meet the rising expectations of our members, customers, prospective customers and third parties. We welcome feedback about where our services and facilities can be improved or where expectations have not been met.

1. Glossary/terms

YMCA Fairthorne Group – YMCA FG

Chief Executive Officer – CEO

Recipient – member of staff receiving the complaint

Complaint Log – A register of all complaints received, held and controlled by the CEO's PA/Assistant.

Our Complaints Procedure – A shortened version of our policy to be provided to customers (see 9.).

2. Objectives

The purpose of this policy is to outline YMCA FG's commitment to dealing with complaints effectively. This policy underpins our values and 'Our Complaints Procedure'(see point 9.), and has the following objectives.

- To view complaints as a positive mechanism to improving our service.
- To ensure quality services are delivered to high standards.
- To increase member and customer satisfaction and loyalty.

3. Scope

This policy applies to all parts of YMCA FG including customer and non-customer facing roles, prospective customers and/or third parties. This policy also applies to other organisations that provide services to YMCA FG customers under contract.

This policy does not apply to complaints received from staff concerning their colleagues; these will be dealt with under HR policies and procedures.

4. Roles and Responsibilities

The overall responsibility for the operation of this policy is with the CEO.

YMCA FG managers will ensure that their respective teams handle complaints in accordance with this policy. The CEO's PA/Assistant will ensure that the complaints system is administered correctly and complaints are allocated to the appropriate member of the senior team for investigation and response.

5. Definition of a complaint

A complaint is an expression of dissatisfaction, whether justified or not about the level of service provided or where an initial response has not proven satisfactory.

6. Handling & recording complaints

1. A complaint can be reported in any form, including by telephone, email, fax, letter, website, SMS or via social media. Complainants should be provided with a copy of 'Our Complaints Procedure'. Immediate contact with the complainant is advised, to enable us to provide the best outcome.
2. The complaint should be sent immediately to the CEO's PA/Assistant, via email, telephone or letter. The recipient of the complaint does not need take any further action at this stage.
3. If the complaint is in the form of a telephone or face to face conversation, the recipient should use their discretion and deal with the complaint if they are able. The recipient should record the details of the conversation and send immediately as per point 1 above.
4. The CEO's PA/Assistant will allocate the most appropriate Director to investigate the complaint. The allocated Director will undertake a full investigation and arrange a response to the complainant, within 7 working days.
5. The CEO's PA/Assistant will allocate a complaint number from our internal Complaints Log and send an acknowledgement letter to the complainant, including the complaint reference number, advising of the 7 working day response time. Ofsted should be informed at this stage, if necessary.
6. The Director will send a copy of their response to the CEO'S PA/Assistant, who will upload a copy to our internal Complaints Log.
7. If the matter cannot be fully resolved at this stage then the allocated Director will contact the customer and advise further. This process must take no longer than 21 working days from the customer receiving their acknowledgement letter.
8. Should the complainant be dissatisfied with the response provided they can request the complaint is escalated to the CEO, for review.

7. Investigation process

The complaint investigation must include some personal contact with the complainant within 7 working days. All responses should also be followed up in writing and copies filed in the internal Complaints Log. The response letter should be sent no later than 21 working days after the acknowledgement letter has been issued and should include the following;

- Acknowledgement of the nature of the complaint.
- An apology or acknowledgement of the problem.
- The outcome of the investigation.
- An explanation of how this will be resolved and any learning points.
- Advice on the next steps, if the complainant remains dissatisfied.

8. Goodwill gesture/compensation

Goodwill gestures and compensation payments can be made within the investigating Directors discretion, and consideration to a return of use of that service in preference to a monetary refund. Any monetary payments should be logged in the Complaints Log and noted on the customer file.

9. Our Complaints Procedure (A PDF version is available to provide to customers)

YMCA Fairthorne Group is committed to providing excellent levels of service. We are constantly striving to meet the expectations of our customers and welcome feedback on where our services and facilities can be improved or where expectations have not been met. To enable us to provide the best outcome, please contact us as soon as possible with the details of your concern, ensuring you provide your contact details.

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What will happen next?

1. We will send you a letter/email acknowledging receipt of your complaint within 2 days of receiving it, enclosing a copy of this procedure.
2. The details of your complaint will then be allocated to the most appropriate Director for investigation, who will offer a response within 7 working days of sending the acknowledgement.
3. If the matter is not fully resolved at this stage, you will be kept informed of the progress by the allocated Director. Once the matter has been fully investigated, the Director will send you a detailed written reply, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the CEO to review the resolution and offer a response.

If we have to change any of the timescales above, we will let you know and explain why.

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