

Complaint Form

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 Department, **YMCA St Paul's Group**, 49 Victoria Road, Surbiton, KT6 4NG or complaints@ymcasp.org
- ▶ Completing the complaint form on the **YMCA St Paul's Group** website ymcastpaulsgroup.org/feedback
- ▶ 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.

YMCA ST PAUL'S GROUP

An association of YMCAs serving young people
and communities across London and beyond



Name	
Address	
Complaint about	Staff <input type="checkbox"/> Catering <input type="checkbox"/> Support <input type="checkbox"/> Other <input type="checkbox"/> Customers <input type="checkbox"/> Maintenance <input type="checkbox"/> Service quality <input type="checkbox"/>
Details of complaint	
Signed	
Date	