

# COMPLAINTS FORM GUIDE

**We want everyone who lives in our accommodation or uses our facilities to be happy,** however from time to time things may go wrong. We want to know if you are not happy so that we can improve our services.

**A complaint is telling us when you are unhappy**

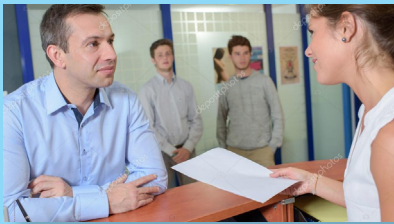
**A service request is telling us when you need us to take action to put something right**

**A suggestion is telling us how we can do something differently**

# Choose how to complain



Complete the complaint form on the YMCA SPG website



Complete a paper complaint form and hand it in at reception



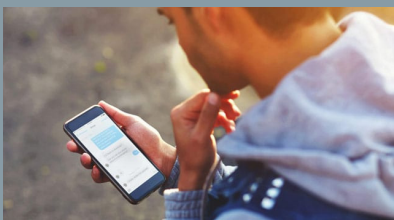
Email [complaints@ymcaspg.org](mailto:complaints@ymcaspg.org)



Write a letter to the Complaints Officer, YMCA St Paul's Group, 49 Victoria Road, Surbiton, KT6 4NG



Talk to a member of staff



Contact us on social media



**We will contact you within 5 working days** to let you know we have received your complaint



**We will confirm our understanding of your complaint** and what you would like us to do to put things right



This is known as **Stage 1**  
We might need to contact you for further details



**We will reply to you within 10 working days** of letting you know we have received your complaint

*If we need more time to reply, we will let you know*



**If you are still not happy contact us within 14 days of our reply**



**We will contact you within 5 working days** to let you know we have received your communication




This is known as **Stage 2** and is our last stage



**We will reply fully to your complaint within 20 working days** of letting you know we have received your communication.

*If we need more time to reply, we will let you know*



**If you are still not happy you can contact**  
Housing Ombudsman for housing complaints  
0300 111 3000  
info@housing-ombudsman.org.uk  
www.housing-ombudsman.org.uk

*Write to:*

**Housing Ombudsman Service**  
**PO Box 152, Liverpool, L33 7WQ**

OFSTED for Early Years / Registered Childcare provision  
or Young People's Supported Accommodation complaints  
enquiries@ofsted.gov.uk  
0300 123 4666