

Complaints Policy	
Policy Level	Two
Policy Category	Business
Policy Authority	Senior Leadership Team
Lead Committee	Senior Leadership Team
Lead Director	Phillipa Spicer
Approved Date	06/02/2024
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YMCA Fairthorne Group (YMCA FG) is committed to providing excellent levels of service. We strive to meet the rising expectations of our service users, customers, prospective customers and third parties. We encourage 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

Customer – any service user, customer, prospective customer or third party

Recipient – member of staff receiving the complaint

Complaint Log – **A register of all complaints received, held and controlled by the CEO’s office, represented by the Executive 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 and representatives. 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 Executive 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.

Surveys undertaken by YMCA FG that are targeted at customers should include information about how to complain and complaints that are generated from a survey process should be managed using this complaints process.

5. Definition of a complaint

A complaint is: “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the charity, its own staff, or those acting on its behalf, affecting an individual or group of individuals.”

A service request is a request from an individual requiring action to be taken to put something right. Service requests are not complaints but must be recorded, monitored and reviewed. If there is dissatisfaction with the handling of a service request, even if the handling of the request remains ongoing, it must be raised as a complaint using this complaints process. While the complaint is being investigated, YMCA FG will continue to address the service request to resolve the core issue.

If a complaint relates to a serious health and safety concern, or a safeguarding concern, this will be escalated to a relevant health and safety or safeguarding lead to support the investigation and ensure safety and safeguarding remain paramount.

YMCA FG regularly requests feedback about its services, and these must include details of how individuals can complain. Where this feedback relates to YMCA Fairthorne Housing the details should include how to contact the Housing Ombudsman.

An individual does not need to use the word “complaint” for their matter to be treated as such and there is no time limit for when complaints have to be made.

A vexatious complaint is one that is pursued, regardless of its merits, solely to harass, annoy or subdue somebody. It is a complaint that is unreasonable, without foundation, frivolous, repetitive, burdensome or unwarranted. If a complaint becomes vexatious YMCA FG may refuse further investigation and refer the complainant to the relevant ombudsman.

6. Handling & recording complaints

Stage 1

- a. A complaint can be reported in any form, including by telephone, email, 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.**

- b. If the complaint is in the form of a telephone or face to face conversation, the recipient should use their discretion and explore further details with the complainant if they are able. The recipient should record the details of the conversation and send immediately as per point 1 above.
- c. The complaint should be sent immediately to the Executive Assistant, via email, telephone or letter. The recipient of the complaint does not need take any further action at this stage.
- d. The Executive Assistant will allocate the most appropriate Director to investigate the complaint. The Director will contact the complainant as soon as possible to discuss any further details needed and if possible, identify what resolution the complainant is looking for.
- e. The Executive Assistant will allocate a complaint number from our internal Complaints Log and send an acknowledgement letter to the complainant within 5 working days, including the complaint reference number, advising of the 10 working day response time. Any relevant regulatory bodies should be informed if necessary (Ofsted and Housing Ombudsman).
- f. The allocated Director will undertake a full investigation and arrange a response to the complainant, within 10 working days. If the matter cannot be fully resolved within this time period, then the allocated Director will contact the customer and advise further. This process must take no longer than 20 working days from the customer receiving their acknowledgement letter. The customer can choose to have a suitable representative to deal with their complaint on their behalf, and to be represented or accompanied at any meeting with YMCA FG.
- g. Where complainants raise additional complaints during the investigation these should be incorporated into the stage 1 response if they are related, and the stage 1 response has not been sent. If additional complaints are not related or would unreasonably **delay the Director's response in (f.) above, the new issues should be** logged as a new complaint.
- h. **The Director's Stage 1 response should include the following:**
 - the complaint stage;
 - the complaint definition;
 - the decision on the complaint;
 - the reasons for any decisions made;
 - the details of any remedy offered to put things right;
 - details of any outstanding actions; and
 - details of how to escalate the matter to stage 2 if the individual is not satisfied with the response
 - it will also ensure that the data protection policy is applied, and personal data redacted where required.
- i. The Director will send a copy of their response to the Executive Assistant, who will upload a copy to our internal Complaints Log.

Stage 2

- j. Should the complainant be dissatisfied with the response they can request the complaint is escalated to Stage 2. Stage 2 complaints are managed by the CEO and Stage 2 complaints cannot be investigated by the same person who investigated at Stage 1.
- k. Stage 2 consideration must be a review of the adequacy of the Stage 1 response, as well as any new and relevant information not previously considered. Stage 2 must not be a more thorough, detailed investigation of the complaint. It is expected that this will have happened at Stage 1.
- l. A final response to the Stage 2 review must be issued within 20 working days of the complaint being escalated by the complainant. If this is not possible to achieve it is possible to extend this by a further 20 working days if good reason is provided and explained clearly to the complainant. If an extension is required for complaints to YMCA Fairthorne Housing the complainant must also be given details of the Housing Ombudsman.
- m. **The CEO's Stage 2 response should include the following:**
 - the complaint stage;
 - the complaint definition;
 - the decision on the complaint;
 - the reasons for any decisions made;
 - the details of any remedy offered to put things right;
 - details of any outstanding actions; and
 - details of how to escalate the matter to the relevant regulator (Housing Ombudsman or Ofsted) if the individual remains dissatisfied
 - it will also ensure that the data protection policy is applied, and personal data redacted where required.

7. Remedies to Complaints

Remedies must take into account guidance received by the relevant regulator or ombudsman and reflect the impact on the individual as a result of any fault identified.

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.

It is the responsibility of the investigating director to implement any remedy and note his in the Complaints Log.

8. Complaints performance and service improvement report

The Board will receive a performance report as a standard agenda item which includes:

- Number of complaints by company name vs previous periods showing trends
- Number of complaints by branch vs previous periods showing trends
- Number of complaints by service vs previous periods showing trends

- Nature of complaints by category (service quality, staff behaviour, failure of **operational process, unreasonable delay, loss of service/access to service, “other”**)
- Number and nature of any safeguarding or health and safety related complaints
- Number and nature of any refused complaints
- Summary of improvements made as a result of complaints

Specifically for YMCA Fairthorne Housing, an annual complaints performance and service improvement report must be produced which includes:

- **a qualitative and quantitative analysis of the charity’s complaint handling** performance. This must also include a summary of the types of complaints the charity has refused to accept;
- any findings of non-compliance with this Code;
- the service improvements made as a result of the learning from complaints;
- **any annual report about the organisation’s performance from the relevant** Ombudsman; and
- any other relevant reports or publications produced by the Housing Ombudsman in relation to the work of the charity.
- If required, this report must be provided to the Regulator of Social Housing.

9. Commitment to Organisational Learning

All complaints processes should identify, report and apply organisational learning. It is the responsibility of the investigating director to explore this with colleagues and ensure change is implemented where needed to improve our services.

10. **YMCA FG’s** Complaints Procedure (A PDF version is provided to customers)

YMCA Fairthorne Group is committed to providing excellent levels of service. We are constantly striving to meet the expectations of our service users 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.

YMCA Fairthorne Group
Fairthorne Manor
Curdridge
Southampton
Hampshire
SO30 2GH

E: feedback@ymca-fg.org

T: 01489 785228

What will happen next?

1. We will send you a letter/email acknowledging receipt of your complaint within 5 working 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 contact you within 10 working days of sending the acknowledgement.

3. After the initial acknowledgement you will be kept informed of progress by the allocated Director. Once the matter has been fully investigated, the Director will send you a written reply including suggestions for resolving the matter, within 20 days of sending you the acknowledgement letter. This is called Stage 1.

4. If you are still not satisfied, you should contact us again and we will arrange for the CEO's office to review the resolution. **This is called Stage 2 and the CEO's office will seek to complete this review and communicate to you in writing within 20 working days of your contact.**

5. If you are complaining about a regulated activity, you will be given information for that **service's Ombudsman in your initial acknowledgement. If you are still not satisfied with the resolution at Stage 2 you can contact the relevant Ombudsman.**

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

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