

Complaints policy

Approved: 24 July 2018
Reviewed:
Review due: 24 July 2021

Purpose

YMCA East Surrey is committed to providing accessible, quality service and achieving the highest standards. We recognise that from time to time there may be concerns or complaints, that our stakeholders have the right to raise such complaints or concerns, and that they need a mechanism to do so to ensure an early and effective resolution of complaints.

The purpose of the policy is to:

- ▶ Provide a consistent and positive approach to complaints handling
- ▶ Deliver satisfaction to the service users and members of the community
- ▶ Use the experience as an aid to improve our service delivery and reduce the level of complaints in future.

Responsibilities and monitoring

Monitor: HR Manager
Approve: F&GP
Endorse: CEO
Propose: Head of Central Services
Draft and review: HR Manager

Policy and procedure

Policy Scope

This policy applies to all complaints received from, service users, other individuals or groups, external organisations and from members of the local community about our activities, programs, services, staff and volunteers.

This policy does not apply to:

- ▶ Employees or volunteers as YMCA East Surrey has specific policy to address employee concerns and complaints as they arise
- ▶ Housing residents as YMCA East Surrey has a specific policy to address residents' concerns and complaints as they arise

Policy Principles

The principles that underpin this purpose are:

- ▶ To increase people's confidence that their complaints will be taken seriously and that services will improve as a result of their experiences
- ▶ To have a flexible approach to resolving complaints, which includes effective support
- ▶ To provide a seamless approach to complaints handling and investigations
- ▶ To ensure organisational openness and fairness when dealing with complaints
- ▶ To ensure an approach which is fair to people using our services

- ▶ To place the emphasis on early and effective resolution of complaints

Definition of a complaint

Complaints are defined as an expression of dissatisfaction with regard to a service/program, an action or a decision taken by YMCA East Surrey, or the way in which YMCA employees or volunteers carry out their duties.

A complaint can be made by anyone affected or likely to be affected by the service, actions or decisions taken by YMCA East Surrey. A complaint can also be made by someone acting on behalf of a service user, with their consent.

Complaints should be made within 6 months of the matter occurring or from the date it came to your notice.

How to make a complaint?

If you have a complaint or concern, you are encouraged to discuss the matter with a member of staff or a manager of the service area who will endeavour to resolve the issue within 24 hours; we hope that at this early stage, we can resolve most issues or matters of simple error and that they can be corrected to your satisfaction.

If you would like to make a written complaint, this should be mailed to HR Manager, YMCA East Surrey, Sports and Community Centre, Princes Road, Redhill, Surrey RH1 6JJ or sent by email to admin@ymcaeast Surrey.org.uk

Response to your complaint

We will acknowledge receipt of a written complaint within two business days to confirm the complaint has been received, and indicate expectations for how long the investigation will take if it can be reasonably assessed at that point.

Once you have lodged a complaint, YMCA East Surrey is committed to handling the complaint promptly, consistently and fairly. You will be kept informed of the status of the complaint.

In most cases, we aim to provide a full response within 7 working days. However, if this is not possible because for example, a detailed investigation is required, we will provide an interim reply explaining what is being done to deal with the complaint and provide a revised timescale.

A full response will then be sent in writing within 14 days from the initial complaint. In some cases where the complainant may have expressed a preference for a telephone discussion regarding the outcome, this will always be followed up by a written response so that both parties have a written record of the outcome.

Appeal process

If you still feel that the complaint has not been dealt with to your satisfaction, you may appeal by writing to the Chief Executive Officer (CEO) within 10 working days of receiving

the written response. The CEO will endeavour to make a decision on the appeal. You will need to state why you are unhappy with the outcome and include copies of any correspondence exchanged during the earlier stages. The complainant will be notified in writing within 14 days from the date of the appeal. The decision made at this level is considered final.

Confidentiality

YMCA East Surrey will ensure confidentiality for the person reporting a complaint or concern.

Children Services

Safeguarding Children

All child protection and safeguarding issues must be reported to the Designated Safeguarding Lead and the Head of Children's Services, who will inform the CEO immediately without delay (see Safeguarding children policy).

Ofsted

The Head of Children's Services will notify Ofsted of any complaints, either straight away or at the time of inspection.

Posters will be displayed on parents' board to make them aware of the complaints policy and procedure.

Making a complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and look into all complaints received. Information on how to do this will be displayed on parents notice boards.