

.....
.....
.....

● Action Taken and Staff involved:

.....
.....
.....
.....
.....
.....

● Outcome:

.....
.....
.....
.....
.....
.....
.....

● Further Action (if necessary)

.....
.....
.....
.....
.....
.....
.....
.....

Signed: Complainant: -----

YMCA Staff: -----



MILTON KEYNES YMCA GENERAL COMPLAINTS PROCEDURE

If you are disappointed with our service, we do have a complaints procedure. If we believe that we have made a mistake we will apologise, we will try to correct our mistake and will try to ensure that it does not happen again.

OUR PROCEDURE HAS FOUR STAGES:

STAGE 1

Please try and discuss your complaint, if possible, with a YMCA staff member. Many complaints can be resolved after an informal conversation.

STAGE 2

If an informal conversation has not resolved the complaint to your satisfaction, then please put your complaint in writing (If you find writing difficult, speak to a member of staff). Please send the complaint to a YMCA staff member. If you do not know the name of the appropriate staff member, please contact our Reception staff who will be happy to help.

-The YMCA aims to deal with complaints promptly and to resolve them at the earliest possible stage.

-If you find it difficult to write written complaints please ask a support worker to assist you in this.

STAGE 3

If you are not satisfied with the written response and/or outcome of the complaint, then you should contact a member of the YMCA's Senior Management Team. Reception staff will be happy to advise you on how to do this.

STAGE 4

This is the end of Milton Keynes YMCA's internal complaints procedure. Depending on the nature and seriousness of your complaint, there may be external bodies who will consider your complaint.

If your complaint is about Housing, you can contact the Independent Housing Ombudsman. Information and complaints forms are freely available from Housing Offices. You can obtain advice and information about your rights from a local Citizens Advice Bureau, law centre or from a solicitor.

If your complaint is about discrimination or harassment on the grounds of race or gender, you may lodge a complaint in the County Court. This must be done within 6 months of the date of the event giving rise to the complaint