

The YMCA logo is rendered in a white, bold, blocky font. It consists of the letters 'Y', 'M', 'C', and 'A' in a stylized, interconnected manner. The 'Y' is the largest and most prominent, followed by 'M', 'C', and 'A'. The letters are set against a background of overlapping geometric shapes in various colors: light blue, yellow, magenta, and purple.

Here for young people
Here for communities
Here for you

YMCA Swansea

Complaints

March 2023

Everyone should have a fair chance to discover who they are and what they can become.

Complaints

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1. INTRODUCTION

1.1 YMCA Swansea is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of all our stakeholders.

1.2 One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and stakeholders, and in particular by responding positively to complaints, and resolving issues.

2. GENERAL

2.1 YMCA Swansea aims to ensure that:

- 1) making a complaint is as easy as possible;
- 2) we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- 3) we deal with it promptly, politely and, when appropriate, confidentially;
- 4) we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- 5) we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

2.2 We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

2.3 An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

3. DEFINITION

3.1 YMCA Swansea defines a complaint as 'any expression of dissatisfaction (with Swansea YMCA, with a member of staff, or with a Swansea YMCA Trustee) that relates to Swansea YMCA and that requires a formal response'.

4. PURPOSE

4.1 The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

4.2 Swansea YMCA 's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

4.3 A complainant's responsibility is to:

- bring their complaint, in writing, to Swansea YMCA's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in Swansea YMCA
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow YMCA Swansea a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond YMCA Swansea's control.

4.4 Responsibility for Action: All Staff, and Trustees of Swansea YMCA.

5. Confidentiality

5.1 Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and YMCA Swansea maintain confidentiality.

5.2 However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (each complaint will be judged on its own merit).

5.3 Should this be the case, the situation will be explained to the complainant.

6. Monitoring and Reporting

6.1 The board of YMCA Swansea will receive annually an anonymised report of complaints made and their resolution.

7. Formal Complaints Procedure

7.1 Stage 1

7.1.1 In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right.

7.1.2 If your complaint concerns a Trustee of Swansea YMCA, rather than a member of YMCA Wales's staff, you should write formally to the individual concerned.

7.1.3 In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

7.1.4 You can expect your complaint to be acknowledged within 4 working days of receipt.

7.1.5 You should get a response and an explanation within 15 working days. If you are unsure which member of Swansea YMCA staff to write to, your complaint should be sent to Swansea YMCA's Chief Executive Officer.

7.1.6 Please email info@ymcaswansea.org.uk in the first instance. Alternatively you can contact us on (01792 652032) and asking for a member of the senior management team.

7.2 Stage 2

7.2.1 If you are not satisfied with the initial response to the complaint then you can write to Swansea YMCA 's Chief Executive and ask for your complaint and the response to be reviewed.

7.2.2 You can expect the Chief Executive to acknowledge your request within 4 working days of receipt and a response within 15 workings days.

7.2.3 Swansea YMCA's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative.

7.2.4 If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

7.3 Final Stage

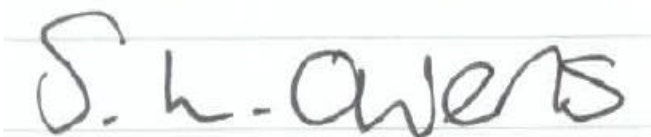
7.3.1 If you are not satisfied with the subsequent reply from Swansea YMCA's Chief Executive, then you have the option of writing to the Chairperson of the Swansea YMCA Board (Trustees), Swansea YMCA, 1 The Kingsway, Swansea SA1 5JQ, stating the reason why you are dissatisfied with the outcome.

7.3.2 You must do this within 10 days of receiving the written response from Swansea YMCA's Chief Executive.

7.3.3 The Chairperson of the Board (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

7.3.4 If your original complaint was against the Chairperson of Board, then the final stage will be handled by a nominated member of the Board.

Name:.... Sarah Owens

Signed.: 

Date:.....5th April 2023

For more information, please contact:
info@ymcaswansea.org.uk

www.ymcaswansea.org.uk



Here for young people
Here for communities
Here for you

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE