For Office Use: InForm Ref ……

PLEASE COMPLETE IN FULL & RETURN TO RECEPTION

Complaint Form

Your name: ……

If you are making this complaint on behalf of someone else (please ensure they also complete **section A** of the Declaration below)

Name of the person:

……

Your relationship to them:

……
Has the resident given you permission to act on their behalf?

☐ Yes
☐ No
(If no, please explain why you are raising this complaint and any safeguarding or advocacy reasons.)

……

Accommodation site:……..

Room number: …….

Phone number:……..

E-mail address:…….

How would you like us to contact you? (one or both to be selected)

☐ Email address

☐ Phone Number

☐ Face-to-Face appointment

Please indicate the member of staff, if you have discussed your complaint with staff previously:

Name of staff member…….

Nature of complaint (please tick)

Standard of service provided ☐

Failure to provide an agreed service ☐

Attitude or conduct of a staff member ☐

ONE YMCA has not followed agreed procedure ☐

Other (please specify):

……

……

Please explain the reason for your complaint in further detail below.
Please provide as much detail as possible and set out any specific matters that you would like us to investigate. If you have any additional evidence, you may submit this alongside this complaint form.

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What outcome are you seeking?

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Date of initial complaint (if made at Stage 1):……

Accessibility Needs

Do you require this process in an alternative format or any reasonable adjustments?

☐Yes (please specify): _____
☐ No

Declaration

A- If you are making this complaint on behalf of someone else:
I confirm that I give permission for the person named above to act on my behalf in relation to this complaint, and for One YMCA to share the necessary information to investigate the issues raised.

Resident name:_____

Signature:_____

Date:_____

B- I confirm that the information provided is accurate to the best of my knowledge.

Signature: _____ Date: _____

How to submit

- E-mail: **complaints@oneymca.org**
- Online: Complaints Form (digital)
- In person: Hand to Reception or speak to a member of staff
- Via social media platforms