

What to do if you are unhappy with our service

One YMCA actively seeks to improve its service.

Feedback is an important part of this process. We will take learning points from all compliments, suggestions and upheld complaints.

If you need any further assistance or if you need a copy of these procedures in a format that is suitable for you, then please speak to a member of staff, who will be happy to assist you.



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OneYMCA.org

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FEEDBACK PROCEDURE

How are we doing?



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.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION



Why Feedback?

We welcome feedback, whether it is a compliment, suggestion or complaint. It provides us with a way of monitoring and checking our own performance, to see how we can improve our services and relationship with families and partners.

Who can give us feedback?

You don't have to be registered with the Youth Group or attend one of our sessions to feedback about our service. We like to hear from everyone who comes into contact with our services.

Feedback methods

Service users can feedback to us using a variety of methods:

- Verbally to any member of staff
- By letter or email to a member of staff
- Evaluation forms following sessions or courses
- Satisfaction surveys.

When to complain...

If you are not happy with something, please tell us.

You should complain if you feel we have:

- Not done something we should have done
- Done something we should not have done.
- Done something badly; or
- Treated you unfairly or impolitely.

How to complain...

There are four stages to the Complaints Procedure. The first stage is informal and stages 2 - 4 are formal.

Informal Complaints

Stage 1

If you would prefer to make an informal complaint please talk to the Youth Team by phone or face-to-face. They will listen to you and try to put it right. Only One YMCA staff can deal with complaints, not volunteers or workers from outside agencies.

If you choose to make a formal complaint, or if you are not happy with the way in which the Youth Team have dealt with your informal complaint, then please use the following procedure.

Formal Complaints

Stage 2

Please put your complaint in writing to the Lead Youth Worker. Your complaint will be investigated and replied to in writing within 15 working days of receiving your complaint letter.

Stage 3

If you are not satisfied with their response, you can write to the Head of Youth Work. They will send you a reply in writing within 15 working days of receiving your complaint letter.

Stage 4

If you are still not happy with their response, you can write to the Director of Family Support. They will send you a reply in writing within 15 working days of receiving your complaint.

For all formal complaints please mark the envelope with 'Private and Confidential'.