

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

There are 4 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 Herts ISVA Service/One YMCA staff by phone on 0300 002 0003 or face to face. A member of the team 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.

Formal Complaints

Stage 2 - If you choose to make a formal complaint, or if you are not happy with the way in which the team have dealt with your informal complaint, then please use the following procedure: Please put your complaint in writing to the Herts ISVA Service Manager. This can be emailed to morag.walters@oneymca.org. 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 Therapeutic and Specialist Services at One YMCA, Kings House, 245 Ampthill Road, Bedford MK42 9AZ or email Nicola.lee@oneymca.org. 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 Chief Operating Officer at One YMCA, Hatfield Hostel & Central Hub, Comet Way, Hatfield AL10 9NG. They will send you a reply in writing within 15 working days of receiving your complaint.

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