



Hastings & Rother YMCA Registered Charity Number 305243

Complaints Policy

Making a complaint

We believe all users of the YMCA are entitled to expect courtesy and attention to their needs and wishes. We welcome suggestions on how to improve our centre and will give prompt and serious attention to any concerns or complaints about the running of the centre. You may make a complaint verbally on 01424 429677, by email to ycentre2015@gmail.com or in writing to Hastings and Rother YMCA, St Paul's Road St Leonard's on Sea East Sussex TN37 6RS. We anticipate that most concerns will be resolved quickly, by an informal approach with the appropriate member of staff.

If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of the centre to a satisfactory conclusion for all of the parties involved.

Making a complaint

- Any parent/child/young person/user group who has a concern about an aspect of the YMCA's provision talks over his/her concerns with our Administrator first of all. Most complaints should be resolved amicably and informally at this stage. Our Administrator is Yolanda Rumball or Kim Francis ycentre2015@gmail.com Telephone number: 01424 429677.
- If this does not have a satisfactory outcome, the complainant moves to the next stage of the procedure by putting the concerns or complaint in writing and addressed to the Chair of the Board. The Chair Judith Monk may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint.
- The Chairman will meet with the Administrator to resolve the concern/complaint and reply within 28 days. If the matter cannot be resolved within 28 days a progress report will be issued.
- If the complainant is not satisfied with the outcome of the response he or she requests a meeting with the Chairman of the Board and the Administrator. An agreed written record of the discussion is made, as well as any decision or action to take to resolve the issue. Providing the issue is resolved all of the parties present at the meeting sign the record and receive a copy of it. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we record the summative points in a complaints file.

The decision taken at this final stage, unless the Board decides it is appropriate to seek external assistance with resolution.

External Stage

The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Records

A record of complaints in relation to the Hastings & Rother YMCA, or the adults working in the Hastings & Rother YMCA is kept for at least three years, including the date, the circumstances of the complaint and how the complaint was managed.

This policy was adopted by Hastings & Rother YMCA (name of provider)

On September 2024

Date to be reviewed September 2025

Signed on behalf of the provider

Name of signatory Judith Monk

Role of signatory (e.g. chair, director or owner)

Chair

Reviewed September 2023

Y Centre

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