

## *YMCA St Helens RP*

# *Comments, Compliments and Suggestions Policy*

This is an **IMPORTANT DOCUMENT** because it contains details of:  
**How you can provide us with feedback about any matter  
regarding YMCA St Helens**

If you find this document difficult to understand please ask to speak  
with one of the YMCA Senior Staff

# **YMCA St Helens**

## **Comments, Compliments and Suggestions Policy**

### **1. Introduction**

- 1.1 As a learning organisation we are committed to building and maintaining positive relationships with the people who use our services and all our stakeholders. We seek to demonstrate our intention around this is through the effective handling and prompt response to feedback. Managing and responding positively to feedback will enable us to:
- Demonstrate our commitment to our service users and other stakeholders.
  - Demonstrate our commitment to providing excellent standards of service.
  - It helps us to identify good practice, recognise areas where improvement may be required and any changes we may need to make.
  - It helps us to learn what the people who use our services really want and need.
- 1.2 Comments: We are very interested in your thoughts about the services that we offer and welcome you to send them into us.
- 1.3 Compliments: It is always good for our staff to hear about what you feel that we are doing well. If you have had a positive experience with YMCA St Helens, or a member of our team has been particularly helpful – we would love to hear from you.
- 1.4 Suggestions: We welcome your ideas and suggestions to help us with the services that we offer. If you feel that there are ways that we could improve then it is important that you share your thoughts with us.

### **2. Procedure & Timetable**

- 2.1 You can raise the matter directly with a member of staff, by Email or through our Website.
- 2.2 Comments, Compliments and Suggestions will be forwarded to the most appropriate person within the relevant Department.
- 2.3 You will receive an initial acknowledgement, and a response within five working days.
- 2.4 All feedback will be recorded and reported to the Senior Leadership Team.

### **3 . Review**

3.1 This procedure will be reviewed every 3 years or more often if required.