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## Complaint Form – Norman Salisbury Court

### What is a complaint?

*A complaint is where dissatisfaction is expressed about a service, and we have been unable to remedy the situation to the customer's satisfaction.*

### Making a complaint

A complaint can be raised within 12 months of the occurrence which is being complained about in the following ways:

Completing a complaint form and handing it in at reception

By email or letter to the Complaints Department, YMCA St Helens, 2 North Road, St Helens, Merseyside, WA10 2TJ

Sarah.challands@ymcahelens.org.uk

Completing the complaint form on the YMCA St Helens [website ymcahelens.org.uk](http://ymcahelens.org.uk)

Verbally to a member of staff who will support the complainant in completing a complaint form.

### Stage 1: Complaint

We will respond within 5 working days and will acknowledge receipt of the complaint.

We will then arrange to meet with the complainant (where appropriate) to review the complaint and gather further information.

Within 10 working days we will write to the complainant setting out our findings and if necessary, offering resolution.

If the complainant is not satisfied with the response to the complaint, they have the right to appeal within 2 weeks.

### Stage 2: Appeal against decision

A review of the decision will be taken by a member of the Senior Leadership Team or other appointed person who was not involved in the original decision.

Appeals against a decision will be progressed within 5 working days and will acknowledge receipt of the appeal.

The officer hearing the appeal will arrange to meet with the complainant (where appropriate) to understand the grounds for the appeal.

Within 20 working days we will write to the complainant setting out our findings and if necessary, offering resolution.

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|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name                  |                                                                                                                                                                                                                               |
| Address               |                                                                                                                                                                                                                               |
| Complaint About       | <input type="checkbox"/> Staff <input type="checkbox"/> Support <input type="checkbox"/> Other <input checked="" type="checkbox"/> Customers<br><input type="checkbox"/> Maintenance Service <input type="checkbox"/> Quality |
| Details of Complaint: |                                                                                                                                                                                                                               |
|                       |                                                                                                                                                                                                                               |
| Signed                |                                                                                                                                                                                                                               |
| Dated                 |                                                                                                                                                                                                                               |