

CLEVEDON YMCA

Marson Road, Clevedon, North Somerset

BS21 7NN

Tel: 01275 875261

E-mail: YMCAadmin@clevedon.ymca.org.uk



Complaints Policy

1. Clevedon YMCA is committed to providing a high quality service. We acknowledge that we may not always get it right and, when this happens, would like to know what has gone wrong so that we can sort out the situation as quickly as possible and try to ensure that it does not happen again. This policy applies equally to young people whom we work with and any other centre user.
2. Clevedon YMCA believes that your views are important and that complaints give us valuable information about the way we provide our service and how we can improve it.
3. It is also important for us to receive feedback on the service provided when things go right, so that we can build on that good service for all those who come into contact with us.
4. If at all possible please try to resolve your complaint informally with the appropriate person. We understand that this isn't always possible.
5. You can put your complaint in writing by post or e-mail addressed to YMCA Centre Manager, Clevedon YMCA, Marson Road, Clevedon, North Somerset BS21 7NN or YMCAadmin@clevedon.ymca.org.uk Attention Manager. If you want to make a verbal complaint then contact the Centre Manager on 01275 875261 who will arrange to meet you.
6. Please make sure you tell us:
what has happened; when it happened; the background to the problem, if you think it is relevant; what you've done to try and sort it out (if appropriate); what you want us to do to put things right (if appropriate); We will acknowledge your complaint within a week of receipt and investigate it as quickly as possible. We may contact you for further information.
7. Normally the complaint will be investigated by the Centre Manager. (If the complaint concerns the Centre Manager please contact the Chair of Trustees at the same address or email address.) The manager will write to you within four weeks telling you the result of his/her investigation. If you are not satisfied with the outcome, you can ask the Project Leader to review the handling and investigation of your complaint. If after this you are still not satisfied, you may write to the Chair of the Trustee Board at the above address.
8. If the complaint concerns the Centre Manager please contact the Chair of Trustees at the same address or email address. The Chair will conduct the investigation instead.

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

Registered Charity No. 250972

This policy will be brought to the attention of those who use our services by:

Staff where appropriate making it known

Publicising it at appropriate meetings e.g. AGM

Posting it on our website.

Feedback on our work:

Clevedon YMCA welcomes all feedback on our work as it is an important element of our learning and development – please do contact us with your suggestions and observations directly.

Adopted: 14th May 2018.

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