

## Complaint Form

### 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 customers satisfaction.

### Making a complaint

A complaint can be raised within 6 months of the occurrence which is being complained about in the following ways:

- Completing a complaint form and handing it in at reception in one of our settings.
- By email or letter to our Central Offices, YMCA Brunel Group, International House, Broad Street Place, Bath BA1 5LH or [feedback@ymca-bg.org](mailto:feedback@ymca-bg.org)
- Completing the [complaint form on the YMCA Brunel Group website](#)
- Verbally to a member of staff who will support the complaint in completing a complaint form.

#### Stage 1: Complaint

We will respond within:

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

