

# **YMCA Brunel Group Supported Housing**

## **Making a complaint**

**YMCA BRUNEL GROUP**

BATH | BRISTOL | WILTSHIRE | EAST &  
SOUTH SOMERSET

**YMCA**

Here for young people  
Here for communities  
Here for you

**you will not  
get in trouble  
for speaking  
up!**

**making a  
complaint will  
not have a  
negative impact  
on the service  
you receive**

**it's  
important  
we know  
what you  
think**

## **Making a complaint**

**it's your  
right to  
make a  
complaint**

**we can  
support you  
in making a  
complaint**



## **What to do if you wish to make a complaint or report a concern or make suggestions about your home to YMCA BG.**

We want everyone who lives in our supported housing to be happy with the place they live. You, your family or friends can raise a concern or a complaint. We are keen to hear what you have to say and take all feedback seriously. We want to know when we are doing things well, and when things go wrong.

How to complain or tell us something is not going well – when you notice something isn't right you can talk to your YMCA support worker (or where relevant your social worker or leaving care worker) – who will try to help you with the issue. Each resident will have a support worker and there is also a manager for each provision who will also be happy to talk to you. These details are in your Welcome Pack.

If you feel things are not working well for you, then you can make a complaint. Our staff are happy to help you to make a complaint or a suggestion, but you could also ask a family member or friend, or get advice from an advocacy service such as [Route1advocacy@somerset.gov.uk](mailto:Route1advocacy@somerset.gov.uk) or phone them on 01749 822801.

There is an online complaints form (link) that you can use or you can email [feedback@ymca-bg.org](mailto:feedback@ymca-bg.org) about your concerns.

### **What happens once you have made a complaint?**

Once we receive your complaint we will contact you within 5 days to let you know we are looking into it. We, as your landlord, will then investigate your complaint and may need to speak with you again to ask for more information. We will normally reply to you within 10 days of receiving your complaint – if it is going to be longer, we will let you know.

### **What if you are not happy with how your complaint or problem was handled?**

You can then tell us why you are not happy and ask us to look at it again – this is called an appeal. We will normally answer your appeal within 20 days.

### **What if you are still not happy with how your complaint or problem was handled?**

If you are still not happy, you can contact the Housing Ombudsman. They will look into your complaint independently and how we handled it.

You can write to them at:

Housing Ombudsman Service  
PO Box 152  
Liverpool,  
L33 7WQ

Or call them on 0300 111 3000

If you are aged 16 or 17 and unhappy with the outcome of your complaint, you can also contact the Officer of the Children's Commissioner via their website:

[www.childrenscommissioner.gov.uk/about-us/contact](http://www.childrenscommissioner.gov.uk/about-us/contact)

The YMCA is not responsible for support from other agencies (e.g. support worker or leaving care team) – if you are unhappy or want to complain about their support they have their own procedure which they can provide you with.