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**YMCA Robin Hood Group – 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 a customer or parties’ 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 the YMCA Newark and Sherwood Reception
* By email or letter to [BRC.Reception@ymcarhg.org](mailto:BRC.Reception@ymcarhg.org) or YMCA Robin Hood Group, 16 St James’s Street, Nottingham NG1 6FG
* Verbally to a staff member who will assist in completing the complaints form by calling 01636 233 125

# Stage 1: Complaint

We will respond within:

|  |  |
| --- | --- |
| Time Frame | Action |
| 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. |

# Stage 2: Appeal against the decision

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

Timeline of appeal against decision:

|  |  |
| --- | --- |
| Time Frame | Action |
| 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. |

|  |  |
| --- | --- |
| Name: |  |
| Address: |  |
| Complaint: | Staff: Building Maintenance: Hospitality:  Support: Quality of Service: Customers:  Other: |
| Details of Complaint: |  |
| Date: |  |
| Signed: |  |

