

YMCA HUMBER

COMPLAINTS GUIDE

We want everyone who lives in our accommodation or uses our facilities to be happy, however from time to time things may go wrong. We want to know if you are not happy so that we can improve our services.

- **A complaint is telling us when you are unhappy**
- **A service request is telling us when you need us to take action to put something right**
- **A suggestion is telling us how we can do something differently**

YMCA HUMBER

Choose how to complain

- Complete the complaint form on the YMCA Humber website
- Complete a paper complaint form and hand it in to reception at 21 Freeman Street
- Email info@ymca-humber.com
- Write a letter to the Complaints Officer, YMCA Humber, 21 Freeman Street, Grimsby, DN32 7AB
- Talk to a member of staff
- Send us a private direct message on social media

Next steps

- We will contact you within 5 working days to let you know we have received your complaint
- We will confirm our understanding of your complaint and what you would like us to do to put things right
- This is known as Stage 1. We might need to contact you for further details
- We will reply to you within 10 working days of letting you know we have received your complaint (if we need more time to reply, we will let you know)
- If you are still not happy contact us within 14 days of our reply
- We will contact you within 5 working days to let you know we have received your communication
- This is known as Stage 2 and is our last stage
- We will reply fully to your complaint within 20 working days of letting you know we have received your communication (if we need more time to reply, we will let you know)

If you are still not happy you can contact

Housing Ombudsman for housing complaints | 0300 111 3000

info@housing-ombudsman.org.uk | www.housing-ombudsman.org.uk

Write to: Housing Ombudsman Service PO Box 152, Liverpool, L33 7WQ

enquiries@ofsted.gov.uk | 0300 123 4666