

### Complaint Form

YMCA Leicestershire are committed to giving a good quality service in an open and accountable way that builds trust and respect for all. However, there are times when things can go wrong, our purpose therefore is to respond positively by trying to establish what went wrong so we can resolve it.

All complaints whether formal or informal will be addressed professionally, competently and in a timely manner and will be dealt with confidentially.

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**Please use this form to tell us about your complaint.**  
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**Your Personal details**

<b>First Name</b>		<b>Surname</b>	
<b>Accommodation Address</b>			
<b>Mobile Number</b>			
<b>Email Address</b>			

**Please tell us what your complaint is about**

*Please include details such as date, time, location, names and other information that will help us*

**Please tell us what you would like to see happen now that you have**

**made this complaint and what action would you like us to take**

<b>Name</b>		<b>Date</b>	
<b>Signature</b>			

**Thank you**

- We will use the details you have provided on this form to see if we can help resolve your complaint.
- We may need more information from you, if this is the case, we will contact you.
- If we are unable to resolve your complaint, we will give you the opportunity to query anything you don't understand or agree with.
- You have the option to appeal against any response if it is not given to your satisfaction.

**Contact details for sending complaints**

In the first instance, dependant on the nature of the complaint, it should first be raised informally with the Housing Manager.

A complaint can be raised in one of the following ways:

- Speaking to the Housing Manager directly or by filling out a complaints form
- Speaking to a member of staff
- Ringing YMCA Leicestershire East Street on 0116 255 6507
- In writing to: Gemma Winters, Executive Assistant at:  
YMCA Leicestershire, 7 East Street, Leicester LE1 6EY
- By Phone: 0116 204 6201  
Or by email Gemma Winters at: [pa@ymcaleics.org.uk](mailto:pa@ymcaleics.org.uk)
- In Gemma Winters absence please contact – Nikki Thompson-Windley, Director of People, Policy and Culture at:  
YMCA Leicestershire, 7 East Street, Leicester LE1 6EY
- By phone 0116 204 6210

- Or by email at: [NThompson-windley@ymcaleics.org.uk](mailto:NThompson-windley@ymcaleics.org.uk)