

# Supported Accommodation Residents 18+

## Complaints

March 2024

## Policy

Version Control		
Version & Date	Revision Amendments	Actioned By/Authorised
Version April 2023	Rebrand – Reference to The Y replaced with YMCA Leicestershire	Jennie Skelding
Version 2 March 2024	Change of Font. Key Worker changed to Transitions Coach. Inserted Director of Housing as (RSM). Point 5.2 duplication of wording removed	Director of Housing/ Registered Service Manager  Juanita Rhodes
Version 3 May 2024	Update to Section 3. Raising a Complaint	Director of Housing/Registered Service Manager – Juanita Rhodes



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## 1. POLICY STATEMENT AND AIMS

### Policy Statement

- 1.1. This document should be consulted and used when a young person would like to make a complaint about the accommodation, service and support they have received.
- 1.2. YMCA Leicestershire aims to provide good quality accommodation, services and support on every occasion but sometimes things can go wrong. The purpose of this policy is to find out what went wrong and try to put things right for the future.
- 1.3. If a young person is dissatisfied with the standard of the accommodation, service or support YMCA Leicestershire would like to know. This includes the actions or lack of action by YMCA Leicestershire, its employees or anyone providing services on behalf of YMCA Leicestershire. The Complaints Policy helps to put things right.
- 1.4. YMCA Leicestershire take complaints very seriously, it also provides a way of monitoring and checking performance to identify any improvements to maintain standards of accommodation, services or support. This also promotes positive relationships with young people and professionals YMCA Leicestershire work with.
- 1.5. YMCA Leicestershire welcomes all comments / complaints if we have not met a commitment, have done something badly or a person feels unfairly or impolitely treated.

### Aims

- 1.6. YMCA Leicestershire aim to ensure that:
  - 1.6.1. Making a complaint is as easy as possible
  - 1.6.2. Matters are kept low key
  - 1.6.3. Treat all complaints as a clear indication of dissatisfaction with accommodation, service or support that calls for a timely response
  - 1.6.4. YMCA Leicestershire respond in the correct way e.g. with an explanation; an apology where something has gone wrong, or information on any action taken.

1.6.5. YMCA Leicestershire learn from complaints and use them to improve accommodation, services and support.

## 2. WHO THIS POLICY APPLIES TO

- 2.1. Complaints may originate from young people, parents/carers/other relatives, or other person involved in the welfare of the young person, either through the placing authority or directly to the service.
- 2.2. Other individuals such as local shopkeepers, neighbours, police etc. may also wish to make complaints, these will be dealt with by the appropriate person in an appropriate manner but will not necessarily be permitted to make representation in person, nor the right to appeal.
- 2.3. A young person may engage the assistance of a representative or advocate at any stage during the complaints progress. The young person can be supported by a staff member from YMCA Leicestershire or another person who they would like to act as their advocate such as Social Worker, Children's Rights Officer or Personal Adviser.
- 2.4. Should a young person wish to express any concerns to their placing authority or other service independent of YMCA Leicestershire, they should be fully supported to do so.
- 2.5. Young people with any disability or impairment are to be fully supported in understanding and exercising their right to complain and the method in which to do so.

### 3. GUIDELINES FOR RAISING A COMPLAINT

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

Or a complaint can be raised in one of the following ways:

- Speaking to the Housing Manager directly or by filling out a complaints form (APPENDIX A )
- 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)

3.2. Young people have the right to complain if they are unhappy with any aspect of their support provided by YMCA Leicestershire, and should be supported to make a complaint if they require.

3.3. Information on how to make a complaint will be provided to young people when moving into supported accommodation and this will be detailed in the Young Person’s Guide.

3.4. The Director of Housing (Registered Service Manager) will ensure that no young person is subject to any reprisal for making a complaint or representation.

#### 4. GUIDELINES FOR DEALING WITH A COMPLAINT

- 4.1. When a young person raises concerns or expresses unhappiness with a decision or action, team member should confirm whether the young person would like to make a formal complaint

If yes, offer to support them to complete the Complaints Form.

- 4.2. When dealing with a complaint, the following steps will be taken: -

- Acknowledge receipt, within 24 hours
- Investigate the details of the complaint within 2 days
- Keep all information confidential
- Respond to the complaint in 5 working days
- Keep the complainant informed if it will take longer to sort out the complaint
- Inform complainant who they need to contact if they are not happy with the response to their complaint.

##### **Stage One**

- 4.3. The complaint will be investigated and responded to by the Housing Manager. If the complaint is regarding the Housing Manager, the Director of Housing (Registered Service Manager) will investigate and respond to the complaint.

##### **Stage Two**

- 4.4. If the complainant is not satisfied with the response, following a request to escalate to Stage Two, the complaint will be reviewed by the Director of Housing (Registered Service Manager). A response will be issued within 5 working days.

##### **Stage Three**

- 4.5. If the complainant remains unhappy with the Stage Two response, following a request to escalate to a Stage Three complaint; it will be passed to the Chief Executive for their consideration. A response will be issued within 5 working days.

**Alternative Ways to Complain**

- 4.6. If young people are unhappy with any aspect of the service provided, young people can contact their Leaving Care Advisor (if applicable) or The Rights and Participation Team (LCC) for Independent Advocacy Services to support them with making a complaint.
  
- 4.7. If young people continue to be unhappy with the handling of their complaint they can contact the Housing Ombudsman Service through accessing their website at:

[Housing-ombudsman.org.uk](http://Housing-ombudsman.org.uk)

Or alternatively:

Phone: 0300 1113000

Write to:

Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

**5. SUGGESTIONS AND GRUMBLES**

- 5.1. YMCA Leicestershire encourage suggestions on any matter connected with young people’s accommodation, service or support as a means of dealing with any dissatisfaction. Young people are supported and encouraged to express suggestions, grumbles or wishes and feelings about any aspect of living at YMCA Leicestershire.
  
- 5.2. Young people can express their suggestions, grumbles, views or wishes and feelings by completing a feedback form giving YMCA Leicestershire the opportunity to respond in a timely manner.



**6. KEEPING RECORDS**

- 6.1. The Director of Housing (Registered Service Manager) will ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation.
- 6.2. At the request of the Ombudsman, the Director of Housing (Registered Service Manager) will provide The Annual Complaints Performance and Service Improvement Report for scrutiny and challenge.

**7. MONITORING AND REVIEW**

- 7.1. This policy will be reviewed annually or earlier in the event there is a need to change practice or there is a change in legislation.
- 7.2. We will monitor the development and dissemination of good practice to ensure that this policy is achieving the stated objectives.
- 7.3. The next review will take place March 2025. Recommendations for any amendments should be reported to the Human Resources Manager and the Director of Housing (Registered Service Manager).

Contact Details:

Paul Brown	Chief Executive / Nominated Individual	PBrown@ymcaleics.org.uk	07976 692907
Juanita Rhodes	Director of Housing / Registered Service Manager	JRhodes@ymcaleics.org.uk	07917 661529

**APPENDIX A – COMPLAINT FORM**  
**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.

•  
**Please use this form to tell us about your complaint.**  
•

**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:

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- Speaking to a member of staff
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- Or by email at: [NThompson-windley@ymcaleics.org.uk](mailto:NThompson-windley@ymcaleics.org.uk)