



# YMCA SCARBOROUGH

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## COMPLAINTS POLICY

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Complaints Policy for YMCA Scarborough

St Thomas Street, Scarborough, North Yorkshire, YO11 1DY

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION

## Our aim

This policy is intended for use by anyone who has interaction with YMCA Scarborough as an organisation or as a service provider where they feel that the quality or level of service provided falls short of what they could reasonably expect from YMCA Scarborough.

## Our responsibility

Continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned. The more formal procedure outlined below is intended for use where informal communication has not resolved the problem.

## If you wish to make a formal complaint:

The complaint should be made by telephone, letter or email to the General Manager who will acknowledge, in writing within ten working days, the receipt of any complaint. In addition to stating the nature and circumstances of the complaint the complainant is strongly encouraged to state the remedial action they wish to be taken. If the complaint is about the General Manager, the complaint should be sent by post and addressed to the Chair of Trustees (marked '*confidential*').

## How you can expect us to respond:

The General Manager (or Chair of Trustees) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the General Manager (or Chair of Trustees) will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three Trustee Board members, unless the complaint has already been dealt with by the Chair. The appeal must be lodged within 20 days from the date of the original findings of the complaints procedure. The appeal will be dealt with within 20 days of receipt of the wish to appeal by the complainant. If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The General Manager (or Chair of Trustees) will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. They will report to the Board on this at least annually.

If your complaint is in relation to how YMCA Scarborough processes your personal data; under the Data Protection Act 2018 we will handle your complaint differently and inform you of your right to also complain to the ICO (Information Commissioner's Office). Full details of our Data Privacy Policy and the ICO's contact details can be found on our website: <https://ymcascarborough.uk/privacy/>

## If you have a complaint, contact:

The General Manager (or Chair of Trustees)  
YMCA Scarborough  
St Thomas Street  
Scarborough  
North Yorkshire YO11 1DY

Telephone: (01723) 374227

Email: [info@ymcascarborough.uk](mailto:info@ymcascarborough.uk)

Date Approved:

Date to be Reviewed: