

You will be advised of the date of the Panel Meeting, which will normally convene within 28 working days of the referral.

You will be notified in writing of the Panel's decision within 5 working days of its meeting.

In the case of a complaint from an individual or organisation that is not a member of YMCA Neath, the Panel's decision is final.

YMCA Neath's staff or members are entitled to raise any issue in relation to the management and administration of the organisation at the Annual General Meeting. YMCA Neath's AGMs are usually held in the late autumn. If members intend to raise an issue or issues at the AGM please contact the Centre Manager at least 8 weeks before the advertised date of the meeting who will advise you on the steps to take.

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Complaints Procedure For YMCA Neath Users

The Basics



Complaints Procedure

YMCA Neath aims to provide a high quality service to members of the public, stakeholders, partners and other agencies.

We are committed to providing a high standard of service and to continuously improving and extending what we can offer. However, we recognise that there may be occasions when things go wrong. It is important that you tell us when this happens so that we can deal speedily with the problem you have raised. Feedback will help us to improve the quality of our work.

You may complain under this procedure if you feel:

- The service you have received from YMCA Neath has failed to meet our service standards
- You have not been treated in accordance with our policies and procedures
- You are unhappy with the behaviour of our staff, volunteers or contractors

Stage 1

If you are unhappy about any matter, we undertake to deal quickly and effectively with the problem. As a first step, we suggest that you contact the member of staff concerned to see if the problem can be resolved to your satisfaction. YMCA Neath staff will do everything that they can to put things right, including reviewing procedures to stop problems happening again. The contact will be acknowledged within 7 working days. The staff member will seek to resolve the matter within 28 working days during which a copy of the Complaints

Procedure will be made available to you. If, at this point, the matter has not been resolved to your satisfaction you can proceed to Stage 2.

Stage 2

If you are not happy with the response provided under Stage 1, you can write to the Centre Manager who will acknowledge receipt of your complaint within 5 working days.

They will formally respond to your complaint within a further 5 working days.

Stage 3

If you do not feel that the Stage 2 response is acceptable, you have the right to ask for your complaint to be referred to a Complaints Panel. The Panel consists of members of the Board of Management at YMCA Neath. The Centre Manager may also refer complaints to the Panel.