

How can I make my opinion heard?

1. Talk to the YMCA staff and tell us your comments or concerns.
2. Complete the form on the inside of this leaflet.
3. Hand the completed form to department staff or reception. Envelopes can be provided for confidentiality if you require it.

If you are not happy with the response then you can:

4. Contact the senior manager of the department in the first instance.
5. If you are still not satisfied contact the Chief Executive at our Administrative Address listed below.

All compliments, comments and complaints will be recorded.

Administrative Address	Registered Address
Tramway Drive Wolverhampton WV2 1BJ	38 Carters Green West Bromwich B70 9LG

01902 371 550 info@ymcabc.org.uk

ymcabc.org.uk

Further Action

If you feel your concerns have not been addressed by YMCA Black Country Group having followed "How can I make my opinion heard?" steps 1 to 5, you can contact the following:

Chair

YMCA Black Country Group
Tramway Drive
Wolverhampton
WV2 1BJ

In respect of services regulated by OFSTED only

Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 1231

enquiries@ofsted.gov.uk

In respect of housing projects only

Housing Ombudsman Service

PO Box 152
Liverpool
L33 7WQ

0300 111 3000

YMCA

Here for young people
Here for communities
Here for you

Compliments, Comments & Complaints

We value your comments and would like to keep getting better. Please help us by giving us your views on the service we provide.

If a response is required, we will respond to your comment within 7 working days.

YMCA

Here for young people
Here for communities
Here for you

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.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE



INVESTORS
IN PEOPLE | Silver



YMCA BLACK COUNTRY GROUP

Compliments, Comments and Complaints Form

Please inform a member of staff if you need help completing this form

Compliment Comment Complaint Would you like a written response? Yes No

Name _____ Phone _____ Email _____

Address _____ Postcode _____

Details

Signature _____ Date _____

FOR OFFICE USE ONLY

Name of staff member receiving form _____

Department _____

Signature _____ Date _____

Name of staff member responding to form _____

Date Completed _____