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Complaints procedure

With every complaint, the YMCA will:

- Take all complaints seriously and act in good faith to reach a solution agreeable to both parties.
- Listen carefully to the issues being raised and regularly provide paraphrasing to ensure they have correctly heard what the complainant is saying.
- Thank the complainant for taking the time to bring the issue to our attention.
- Be open to the information being offered and try to avoid defensive statements.
- Detailed notes will be made of the conversation to ensure an accurate record is kept.
- Appropriate action will be taken to ensure the matter is addressed. This may include an investigation.
- The complainant will be informed of appropriate details relating to the outcome of the complaint; ensuring, where necessary, appropriate confidentiality occurs.
- Where appropriate the complaint may be brought to the attention of staff during a staff meeting ensuring appropriate confidentiality occurs where necessary.

Wherever possible, complaints are encouraged to be written. All complaints will be dealt with as follows:

- The complaint will be forwarded immediately to the YMCA Out of School Care Manager. If the manager is unavailable for any reason, the complaint will be forwarded to the appropriate senior manager or to the CEO for immediate action.

- A lead person will be appointed to handle the complaint throughout the process. While this person is usually the YMCA Out of School Care Manager, if the manager will be away or there are other scheduling conflicts we may appoint an alternative person to take lead, both the ensure a timely response and to ensure there is consistency throughout the process and that there is no confusion or miscommunications during the process. No other member of staff will contact the complainant in regards to the complaint.

- The complainant will be contacted by the lead person to advise that their complaint has been received and to ask for further information if required within 1 working day of receipt. If the complainant is willing, we will schedule an in person meeting to discuss the issue fully.

- At the meeting, the lead person will be open to the information being offered and try to avoid defensive statements.

- Depending on the level of the complaint and the desires of the complainant, it may be possible to find a solution over the course of this initial meeting. If so, the lead person will be clear that that is our intent and will ask the complainant if they feel the proposed solution is adequate. If both parties agree, the complainant will be advised on when they will receive feedback that the actions have been taken and the matter is resolved. Wherever possible, this feedback will be within 1 working day of meeting.

- If either a solution cannot be reached readily or the matter requires further investigation on our part, the complainant will be advised of this during the initial meeting. The lead person will be clear on what the next steps will be in our investigation and when the complainant can expect to hear feedback on the process. Whenever possible, the investigation and any related meetings will occur within 5 working days of this initial meeting. If for any reason the investigation takes longer than 5 working days, the complainant will be contacted with an update on the process within the 5 working days.

- The YMCA Out of School Care Manager will thank the complainant for taking the time to bring this to our attention. The YMCA Out of School Care Manager will clearly state when the organization feels the matter has been resolved and the complainant will be asked if they agree. If both parties are happy with the conclusion, the complaint will be closed and a record of the process will be kept in a confidential file.

- If the complainant is unhappy with the proposed solution, conversations will continue in an effort to reach an alternative agreeable solution. Every effort will be made to resolve the situation in a matter suitable to all parties.

- If necessary, an external mediator may be contacted to facilitate this process.