



Here for young people  
Here for communities  
Here for you

# YMCA EXETER

## Housing Services Complaints

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YMCA EXETER

# How to make a comment, compliment or complaint

Please contact a member of staff, such as your support worker. You can do this in person, over the phone, by email, text message or by any other appropriate method of communication.

Alternatively contact Customer Services: [office@ymcaexeter.org.uk](mailto:office@ymcaexeter.org.uk)

Write to:

Customer Services,  
39/41 St David's Hill,  
Exeter,  
EX4 4DA

Or call: 01392 410 530

## Complaint or Service Request?

Here's an example to explain the difference...

Your toilet has stopped working and you ask for it to be repaired: that is a service request. However, if you reported that your toilet wasn't working previously and it has not been repaired within a proper time scale you should make a complaint.

## Making a complaint: what to expect

There are 2 stages to making a complaint.

YMCA Exeter hopes to be able to resolve your complaint during stage 1 in most circumstances.

### Stage 1

- Use the instructions and contact details in the section above to make your complaint. Remember to give us as much detail as you can.
- We'll acknowledge your complaint within 5 working days of receiving it.
- We'll then take up to 10 more working days to investigate and respond to your complaint in full.
- In the meantime we'll do our best to resolve the issues you detailed in your complaint.
- More information about stage 1 is detailed in the main body of our Comment, Compliments and Complaints Policy.

If you are unsatisfied with our response to your complaint in stage 1, you can request for your complaint to move to stage 2.

## Stage 2

- In this stage a different person will review your complaint and all the information gathered to date.
- They will acknowledge your stage 2 complaint within 5 working days of receiving it.
- They'll then take up to 20 more working days to review all the information and provide you with a final response.
- In the meantime we'll do our best to resolve the issues you detailed in your complaint.
- More information about stage 2 is detailed in the main body of our Comment, Compliments and Complaints Policy.

Please note that you can contact the Housing Ombudsman Service at any point to seek information or advice about the complaint handling.

## **Housing Ombudsman Service**

To find out more about the Housing Ombudsman please see:

<https://www.housingombudsman.org.uk/residents/>

To complain about YMCA Exeter to the Housing Ombudsman you can contact them via:

Online form: <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Phone: 0300 111 3000

Or by writing to:

Housing Ombudsman Service,  
PO Box 1484,  
Unit D,  
Preston,  
PR2 0ET

