
Accommodation: How Can I Complain?

Get in touch with a member of staff. They will listen carefully and do their best to help resolve your complaint.

If, after we have tried to resolve your complaint, you do not feel we have helped, please let us know and we will start our formal process.

Stage 1

- Your complaint will be passed onto a Senior Accommodation Project Worker. They will contact you on their next working day to let you know they have received your complaint.
- The Senior Accommodation Project Worker will investigate and discuss options to find a resolution with you. This will usually take a maximum of 10 working days.

If you feel your complaint has not been satisfactorily resolved, we can move on to stage 2.

Stage 2

- Your complaint and everything which we have done to try to resolve this will be passed on to the Head Of Accommodation.
- The Head of Accommodation will contact you in 20 working days.

If all possibilities have been exhausted with YMCA Trinity Group we can refer you to the relevant **Ombudsmen**, but you can also involve them in earlier stages too.

If you would like support, we can arrange for someone impartial to help you or advocate on your behalf at any stage.

A full copy of the Accommodation complaints procedure is available on request. Please ask if you would like any of our forms translated.