

Complaints, Compliments and Comments Policy & Procedure

Policy Number	8
Organisation	YGAM
Policy owner	Director of Compliance & QA
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Statement

Young Gamblers Education Trust (known as YGAM) and YGAM Innovation Ltd aim to provide high quality services for all our customers and want to ensure that customers are able to voice an opinion which will drive customer satisfaction and influence change. It is important that customers are able to express their feelings and experiences of the services the organisations provide. These can be both good and bad.

If the organisations are aware of your experience, they can build on what they are doing well and introduce changes where they are needed. This will help improve the services they provide to all customers. Customers or service users might want to make a complaint, pay a compliment or make some comments about the level of service experienced.

Definitions

A complaint is...

When a learner, an employee, volunteer or a member of the public making an enquiry is unhappy about any aspect of the service they have received.

A compliment is...

When you tell us about any aspect of the service you have received that you are particularly pleased with. We can then pass your appreciation on to our staff. YGAM and YGAM Innovation Ltd are always delighted when customers take the time to contact us about a good experience you have had.

A comment is...

When you want to tell us your point of view about the services we provide. Your information can help us consider how we deliver services and may help us make changes that will benefit everyone.

Who can make a complaint, comment or compliment?

- Anyone who receives a service or enquires about a service can use the Complaints, Compliments and Comments Procedure.

How to make a Complaint, Comment or Compliment?

You can make your complaint/ comment/compliment in the following way:

- **Online:** Visit- www.ygam.org/contact and provide us your feedback on the online Complaints, Compliments and Comments form.
- **By e-mail:** qa@ygam.org

- **By post:** Send a letter, or complete the Comments, Complaints and Compliments form available on the website. Letters should be addressed to the Director of Compliance & QA, Young Gamblers Education Trust, 71 – 75 Shelton Street, London, WC2H 9JQ.

We hope that you will always be satisfied with our service and look forward to receiving your feedback. If we get it right or wrong we'd like to know. Your feedback is very important to us, so if you have any questions or need assistance with our Complaints, Compliments and Comments form, please do not hesitate to contact us.

Complaints Procedure

There are two stages to YGAM's complaints procedure:

Stage One

The first step is to let us know what the problem is. This can be done on-line, in writing (letter or Complaints Form), or by e-mail. You must provide as much detail as possible about:

- Yourself or your organisation.
- If you are a learner, please provide full details of the course you are on and where you are studying
- The nature of the problem, what has happened, how this came about, significant dates, how it has affected you and what you think should be done to put things right

On receipt of your complaint, we will consider the action to be taken, depending on the nature of the problem. You will receive written acknowledgement within 20 working days of receipt of the information, and an initial response within 25 working days offering a resolution, or explaining the particular procedures that apply and the likely timescale for this. We aim to resolve all complaints within 30 working days.

Stage Two

If you are unhappy with the outcome, you may ask for a further review to be undertaken. The Chief Executive will then carry out the review. When the review is complete they will advise you of the outcome.

This will be the final stage in the complaints procedure, but this does not affect your right to contact the regulatory authority, Ofqual, should you choose to do so.

Enquiries and Appeals

YGAM and YGAM Innovation Ltd also has an Appeals procedure available from our website, for dealing with enquiries about results and approval issues. For information about this, please contact our Quality Assurance Manager on qa@ygam.org