



# YOUNG GAMBLERS EDUCATION TRUST (YGAM)

## Complaints, Compliments and Comments Procedure

# Young Gamblers Education Trust - Complaints, Compliments and Comments Procedure

Young Gamblers Education Trust aims to provide high quality services for all our customers. It is important that our customers are able to express their feelings and experiences of the services we provide. These can be both good and bad. If we know what your experience is, we can build on what we are doing well and introduce changes where they are needed. This will help us improve the service we provide to all our customers. You might want to make a complaint, pay us a compliment or make some comments about the level of service you have experienced.

## A complaint is...

When a learner, an employee 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 employees. We are always delighted when you 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 do I make a complaint, comment or compliment?

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

### Online:

Go to <http://www.ygam.org/contact> and you can provide us with your feedback on the online Complaints, Compliments and Comments form.

### By e-mail:

You can e-mail [hello@ygam.org](mailto:hello@ygam.org)

### By post:

Send us a letter, or complete the Comments, Complaints and Compliments form available on the website. Letters should be addressed to the Head of Quality Assurance, 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.

## The 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 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 [hello@ygam.org](mailto:hello@ygam.org)

# Complaints, Compliments and Comments Form

If you wish to print this form off before completing it, please use black ink.  
When you have completed the form, please send it to us.

I would like to make a Complaint  Compliment  Comment

YOUR ORGANISATION DETAILS:	
Your title:	
Your first name:	
Your last name:	
Your address:	
Post code:	
Day Tel No:	Evening Tel no.
Mobile Tel no.	
<b>Your complaint, compliment or comment</b> (If you are making a complaint, please tell us what you think went wrong, how it has affected you and what you think should be done to put things right)	

## Policy version control:

**Date policy written:** May 2017

**Written by:** Head of Quality-Assurance

**Consulted with trustees:** June 2017

**Amended and adopted by the Board of Trustees:** August 2017

**Next review:** September 2018 (normally one year from when document is adopted by the board of Trustees)

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YGAM™ is a member of the Fundraising Standards Board: FS02394.

YGAM™ is an official Ofqual approved, ASDAN Customised Accreditation: Centre No: 35981.

YGAM™ educational resources are quality-assured by the UK PSHE Association 2016.

YGAM™ is working towards Pearson Customised Accreditation and Approved Qualification Centre status.

