



Complaints, Compliments and Comments Policy

Policy Number	08
Organisation	Ygam
Policy owner	Director of Digital & QA
Date Agreed by Board	20 April 2022
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Review Date	12 June 2027

1. Scope

Ygam aims to provide high quality services for all of our customers and wants 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 Ygam provides. These can be both good and bad.

If we are aware of your experience, we can build on what we are doing well and introduce changes where they are needed. This will help us to improve the services that we 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.

2. Definitions

- A **complaint** is when a learner, an employee, a volunteer, a trustee, a partner, or a member of the public is dissatisfied with any aspect of the service they have received from, or interactions they have had with, Ygam
- A **compliment** is when you tell us about any aspect of the service you have received or interactions you have had that you are particularly pleased with. We can then pass your appreciation on to our staff. The team at Ygam are always delighted when customers take the time to contact us about a good experience
- A **comment** is when you want to tell us your point of view about the services we provide or the manner in which we conduct our business. Your information can help us to consider how we deliver services and conduct our business, and may help us to make changes that will benefit everyone.

3. Who can make a complaint, comment or compliment?

Anyone who receives a service, enquires about a service or works with or for Ygam can use the Complaints, Compliments and Comments Procedure.



4. How to make a Complaint, Comment or Compliment?

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

- **Online:** Visit- <https://www.ygam.org/contact-us/> and provide us your feedback on the online Complaints, Compliments and Comments form.
- **By e-mail:** qa@ygam.org
- **By post:** Send your letter to Director of Digital & QA, Young Gamers and Gamblers Education Trust, 71 – 75 Shelton Street, London, WC2H 9JQ.

We hope that you will always be satisfied with our service and your interactions with us and look forward to receiving your feedback. If we get it right or wrong we would 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.

5. Complaints Procedure

There are two stages to Ygam's complaints procedure:

a. Stage One

The first step is to let us know what the problem is. This can be done using one of the contact methods as detailed in section 4 above. 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/workshop you attended
- 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. We will:

- acknowledge your complaint within **10 working days** of receipt of the information.
- provide an initial response within **20 working days** offering a proposed resolution, or explaining the particular procedures that apply and the likely timescale for this.
- aim to resolve all complaints within **30 working days**.

b. Stage Two

If you are unhappy with the outcome, you may ask for a further review to be undertaken by replying to the person who responded to your initial complaint. This will be passed to our Chief Executive Officer (CEO) who will then carry out a review of your complaint, the process that was followed and the response provided. When the review is complete they will advise you of the outcome.



This will be the final stage in the complaints procedure

6. Further information

Ygam will review policies and procedures periodically to reflect changes in legislation and good practice