

How might we receive a compliment, comment or complaint?

Compliments, comments and complaints may be received by anyone working at Age UK Bolton in a variety of ways: verbally (face-to-face or by phone) or in writing / email (web / social media). Detailed guidance on procedures, explaining how to handle these, is set out in the policy, which applies to all Age UK Bolton staff, trustees, volunteers and other workers. Our clients are actively encouraged to provide feedback so that we can continue to learn and improve as an organisation. It is important to familiarise yourself with the policy and procedure and also to use this quick guide.

How should *written* compliments, comments and complaints be dealt with?

Compliments, comments and complaints received in writing or via email should be dealt with by Age UK Bolton staff, as appropriate, in accordance with this policy. If something is received in writing or via email and you are in doubt as to how to proceed, please speak to your line manager or, in their absence, the Corporate Services Manager or the Chief Executive.

What should I do when someone wants to give a compliment *verbally*?

If you receive a verbal compliment on behalf of Age UK Bolton, please thank the client for their feedback, take a note of their name and ask (*and note*) whether they wish the compliment to be passed on to anyone else in particular. Ask if they would like a formal response and if they are happy to provide contact details so you can pass on the information to the relevant person to respond. Please note all of this in writing as soon as possible, and pass details of all **verbal compliments** to the Corporate Services Manager and also to the specific person the client has referred to (*if any*).

What should I do when someone gives comments, feedback or suggestions (*but NOT complaints*) *verbally*?

As with the receipt of a verbal compliment (see above), please thank the client for their comments, feedback or suggestion, take a note of their name and if they wish their comments to be passed on to anyone in particular. If they would like a response and are happy to provide contact details, pass on the contact details and details with regard to the verbal comments to the Corporate Services Manager and also to the specific person the client has referred to (*if any*).

What does this mean for me?

We all have an important part to play in protecting the reputation of Age UK Bolton and in improving its work by handling compliments, comments and complaints in a courteous and professional manner. If you are still in doubt about what to do next, speak to your manager (*or, if you are a volunteer, to a member of the Age UK Bolton staff*). In the event of their absence, speak to the Corporate Services Manager or the Chief Executive (01204 382411) at Age UK Bolton, The Square, 53 - 55 Victoria Square, Bolton, BL1 1RZ (*office hours*).

What to do if someone makes a verbal complaint to you

Tell the complainant that Age UK Bolton has a complaints procedure. Take their name, address and phone number and remain calm; listen, and note down the facts of the complaint.

Acknowledge the person's feelings (for example, you might say "*I understand this must be very frustrating for you*"). Ask the person what they would like to be done to resolve the issue, but do not promise things you cannot deliver. Explain the next steps in the procedure, and the avenues that are available for a review of the situation, or to appeal if appropriate.

Is the complainant happy that the complaint has been resolved by talking to you in the initial stage or if they do not feel it has been resolved to their satisfaction.

YES

NO

If you have resolved the complaint, and the complainant has said they are satisfied following your conversation, you must still report this to the Corporate Services Manager (CSM) within two days so that the details can be formally recorded in the Complaints Log.

The Corporate Services Manager can be contacted on 01204-382411 or by email at pauldavies@ageukbolton.org.uk

Stage 1

You must report details to the CSM within **two working days**. The CSM will log the complaint and delegate an appropriate person to respond and inform the relevant parties involved. Complaints should be acknowledged and responded to by Chief Executive or nominee within five **working days**. Where possible, a definitive response should be provided within **seven working days**. If the complainant is still not satisfied proceed to:

Stage 2

Complaint to be reviewed by the CEO or, if involved at Stage 1, by the Chairman, who will reach a final decision within a reasonable timeframe.

An acknowledgement to be sent in **ten working days**.

External Stage

The complainant may complain to the Charity Commission at any stage; information about the kind of complaints that the Commission can get involved with can be found on its website:

www.charitycommission.gov.uk/publications/cc47.aspx 1