

## Complaints Policy and Procedure

### POLICY STATEMENT

Age UK Bromsgrove, Redditch and Wyre Forest is committed to offering high standards of service and care to our clients and their families and carers. Age UK Bromsgrove, Redditch and Wyre Forest welcomes comments and suggestions as to how things might be improved, as well as complaints and/or commendations from anyone who has contact with our organisation.

At Age UK Bromsgrove, Redditch and Wyre Forest we will approach all comments or complaints with a positive attitude and in a fair, open and unbiased way, and will regularly review any such comments or complaints in order to look at ways of improving the delivery of our services and avoiding adverse situations in the future.

Age UK Bromsgrove, Redditch and Wyre Forest is committed to providing training and support for all of its staff and volunteers in order to maintain and continuously improve upon our standards of service. Any comments or complaints received will be reflected in that training and support.

### PROCEDURE

If a person or organisation has a complaint against one of our services that they wish to bring to our attention, then the following procedure should be followed:

The matter may be raised with any staff member or volunteer.

#### STAGE 1

Informal verbal complaints will be dealt with by front staff and volunteers. Volunteers **must** inform a member of staff if they receive a complaint, or any adverse comments, or concerns which will be regarded as informal complaints. If the matter cannot be resolved, the individual should be advised that they may make a formal complaint, within five [5] working days of the incident causing the complaint. Complaints about staff should be referred immediately to Stage 2. Records must be kept of all complaints and returned to the Chief Executive Officer using the 'complaints and compliments' form.

#### STAGE 2

An acknowledgement of receipt of the complaint will be issued within two [2] working days. All complaints not dealt with at Stage 1 **must** then be passed via the line manager to the Senior Manager designated as the Complaints Officer. Any staff member/volunteer involved in the complaint will be given a copy of complaint and subsequent report.

All complaints will be kept in a central file in the Chief Executives Officer's office.

## THE INVESTIGATION

All staff/volunteers **must** co-operate with the Senior Manager with responsibility for complaints (Complaints Officer), in terms of verbal response and by producing any written materials requested. The outcome must be recorded and a written report given to the complainant and staff/volunteer involved within twenty eight [28] days.

### STAGE 3

A complainant not satisfied after Stage 2 Investigation can ask for an independent review. This should be made to the Chief Executive Officer of Age UK Bromsgrove, Redditch and Wyre Forest by letter to 51 Windsor Street, Bromsgrove, B60 2 BJ. This review **must** be requested within 28 days of having received the response from Stage 2.

A review panel made up of three members will be set up as follows:


1. Chair – an independent person, from outside Age UK Bromsgrove, Redditch and Wyre Forest, appointed by the Senior Manager (Complaints Officer) in consultation with the Chair of Age UK Bromsgrove, Redditch and Wyre Forest.
2. The Chair of Age UK Bromsgrove, Redditch and Wyre Forest
3. Chief Officer of Age UK Bromsgrove, Redditch and Wyre Forest or appropriate person as appointed by the trustees.

The Chief Executive Officer will write to the complainant within a further five [5] working days to advise them of what further action (if any) will be undertaken to comply with the Review Panel findings. The decision and any action taken by the review panel will be final.

### Please note

All complaint information will be handled sensitively, telling only those who need to know and will follow appropriate Data Protection requirements.

Having said that, at Age UK Bromsgrove, Redditch and Wyre Forest it is our wish that our services should not attract complaints in the first place and we would much prefer to be offered the opportunity to discuss how things might be improved and how any complaint that does occur might be resolved.

		
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Version 1.2	June 2021	Amended to reflect organisational changes and pas part of the June 2021
Review	Reviewed by Amanda Allen and Roger Custance	May 2022
Date of next review	May 2023	

Amanda Allen  
Chief Executive Officer

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Roger Custance  
Chair

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## COMPLAINTS

Age UK Bromsgrove, Redditch and Wyre Forest is committed to offering high standards of service and care to our clients and their families and carers.

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Age UK Bromsgrove, Redditch and Wyre Forest is committed to providing training and support for all of its staff and volunteers in order to maintain and continuously improve upon our standards of service. Any comments or complaints received will be reflected in that training and support.

Having said that, At Age UK Bromsgrove, Redditch and Wyre Forest it is our wish that our services should not attract complaints in the first place and we would much prefer to be offered the opportunity to discuss how things might be improved and how any complaint that does occur might be resolved.

If we have done something that you would like to complain about or comment on please ask to see a copy of our complaints procedure.

**WE ARE HERE TO TRY TO HELP YOU**

**COMPLAINTS REPORTING/ACTION FORM**

1.1

Name of person receiving complaint: \_\_\_\_\_

Date complaint received: \_\_\_\_\_

Complaint received by: Telephone/letter/form/visit

Name and address of complainant:  
\_\_\_\_\_  
\_\_\_\_\_

Name of service user (if different from above): \_\_\_\_\_

Project/service indicated in complaint: \_\_\_\_\_

Name of worker(s) indicated in complaint: \_\_\_\_\_

Name of worker(s) line manager: \_\_\_\_\_

Nature of complaint:  
\_\_\_\_\_  
\_\_\_\_\_WHAT OUTCOME DOES THE COMPLAINANT WANT:  
\_\_\_\_\_  
\_\_\_\_\_

Does the Insurance Company need to be contacted to check if any potential litigation may be applicable: Yes/No

Date contacted and advice given: \_\_\_\_\_

1.2

Reporting/action form sent to line manager: \_\_\_\_\_ Date: \_\_\_\_\_

Copy of form sent to Chief Executive: \_\_\_\_\_ Date: \_\_\_\_\_

2.1 Line manager acknowledges complaint within 5 working days:

Date letter sent: \_\_\_\_\_

2.2 ACTION TAKEN TO RESOLVE COMPLAINT (within 28 working days)

Date: \_\_\_\_\_

Time spent: \_\_\_\_\_

Action Taken

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Name of investigating officer: \_\_\_\_\_

2.3 OUTCOME OF INVESTIGATION:

Date response made to complainant: \_\_\_\_\_

Decision:

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Reasons:

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Response of Complainant to Decision:

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Inform Complainant of right to make formal complaint to the Chairman:

Date letter sent: \_\_\_\_\_

Signed: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

3. FORMAL COMPLAINT TO THE CHAIRMAN

3.1 Date formal complaint received: \_\_\_\_\_

3.2 Date Review Panel convened: \_\_\_\_\_

3.3 Outcome of Review Panel investigation:

Date response made to complainant: \_\_\_\_\_

Decision:

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Reasons:

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Response of Complainant to Decision:

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4. FURTHER ACTION OPEN TO COMPLAINANT

4.1 Letter to Complainant informing of possible further action, who to contact and where:

Date sent: \_\_\_\_\_

Signed: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_\_\_