

## Complaints & Compliments Policy



Policy Owner	Chief Executive
Policy Lead	Finance Executive
Approved by	Board of Trustees
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Version Control	Comments
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Demonstrating Organisational Values:

Which values are demonstrated in this paper?	
To be client centred	X
Deliver services with compassion	X
Value staff and volunteers	X
Be inclusive and embrace equality and diversity	X
Develop trust in our services	X
Everybody working together to achieve the same objectives	X

Age UK Calderdale & Kirklees have an excellent record of working with, and on behalf of older people. To maintain and improve this record, we need to listen to what people are saying to us about our actions and our services. That means that if things go wrong we must demonstrate that we have listened to what we are told and taken action to improve matters. We will take any comment, concern or complaint made about our services or our actions seriously, whether from service users, volunteers or third parties, and will investigate to make sure that we identify and learn from our mistakes. We will look for any patterns within our complaints and implement corrective action, learning from past experiences to improve our services where possible.

This policy is aimed at service users and other third parties. Employees who have a complaint relating to their employment should use the Grievance procedure to raise their concerns.

### Complaints

#### 1. Informal procedure

- a) The member of staff with whom the issue is first raised can deal with most complaints informally. It is important that any concerns are dealt with as quickly as possible. If it is not possible to give someone an immediate reply, you should explain the reasons to him or her, tell them when you will be able to reply, and make sure that you meet the commitment you have given them. In these circumstances, you should complete a Complaints Record Form, and inform your line manager of the issue
- b) If the issue is sufficiently serious, for example if it highlights a breach of our health and safety, safeguarding or equal opportunities policies, or if it is an issue which could have a

serious impact on the care or well-being of an older person, then it should be treated as a formal complaint. If you are uncertain about the most appropriate response to a complaint, you must discuss the matter with your line manager or another senior manager as soon as possible, but always within two working days.

## 2. Formal Procedure

- a) If the individual is not happy that the matter has been dealt with properly, and wishes to continue with their complaint, the formal procedure must be followed.
- b) It is important that the complaint is carefully recorded, noted and coded on the complaints log which can be accessed on the shared drive. If the person making the complaint is either unable or unwilling to put it in writing, then it is your responsibility to ensure that as much information as possible is collected and recorded to understand the complaint.
- c) Any formal complaint must be notified immediately to the Chief Executive, or in his/her absence, an appropriate senior manager. The complaint must be acknowledged in writing within five working days. The Chief Executive (or Chair where the complaint concerns the Chief Executive) will arrange for the matter to be investigated and ensure that a response is sent to the complainant within twenty-one days. If it is not possible to respond within this timescale, the complainant will be informed of the reasons for the delay. A full reply must then follow after not more than a further twenty-one days.
- d) Any person or persons named in a complaint will be informed that a complaint has been made about them. However, the amount of detail given may be limited if, in the opinion of the Chief Executive, disclosure would hamper full investigation of the complaint.

## 3. Appeals

- a) If the complainant is not happy with the actions taken, they have the right to appeal to a panel made up of members of the Board of Trustees (which may also include an independent person). They will be able to make submissions either in writing or in person.
- b) Wherever possible, the appeal panel will meet to consider the complaint within fourteen days, and their decision will be given to the complainant within seven days of the meeting.
- c) The Chief Executive is responsible for reporting to the Board of Trustees on complaints received, and on action in resolving them. This will not normally involve the identification of individual staff members.

## 4. Compliments

As an Organisation we strive to meet our client's expectations and deliver the highest quality level service at all times. We welcome feedback to help us provide us with evidence of how we are performing. All positive feedback will be logged on our complaints and compliments log (which can be accessed on the shared drive) so we can monitor what we are doing well.

## 5. GDPR

Our Privacy Notice will provide you with more information on the data we hold about you, what we do with that data, who we share your data with and your new rights under GDPR.

Our Privacy Notice is on our website and can be viewed at [www.ageuk.org.uk/calderdaleandkirklees](http://www.ageuk.org.uk/calderdaleandkirklees) - alternatively we can send you a copy if you prefer.