

Adopted: 21<sup>st</sup> June 2016  
Reformatted: October 2019

## COMPLAINTS PROCEDURE

### PURPOSE

To provide a means of allowing people to register complaints about the service they have received from Age UK Cambridgeshire & Peterborough (AUKCAP)

To deal with complaints as quickly as possible and to provide an acceptable answer to the complainant.

To provide the **Board of Trustees** with a means of monitoring the performance and level of service achieved by AUKCAP.

### SCOPE

This procedure applies to all employees, volunteers and service users of AUKCAP and is the mechanism to register complaints with the charity.

### PRINCIPLES & PROCEDURES

#### **KEY PRINCIPLES**

All complaints or adverse comments must be dealt with in a fair, competent and timely manner, to ensure we benefit from the findings. It is important all staff and volunteers feel safe in being open and honest when explaining the part they have played.

It is extremely important to acknowledge and uphold confidentiality at all times whilst reporting, recording and investigating a complaint.

All staff and volunteers are expected to listen carefully to any issues of concern or complaint raised with them. AUKCAP considers it very important not to dismiss the severity of concerns or ignore complaints and comments.

All staff and volunteers are expected to report these matters to their Manager verbally or in writing and give them any notes or letters received.

## **1) COMPLAINT PROCEDURE**

In the first instance, complaints about quality of service or any other activity carried out by representatives of AUKCAP affecting a client should be communicated to the relevant Service Manager at AUKCAP.

This may be done:

- a) By a direct approach to the Service Manager
- b) In writing to the Service Manager
- c) Through a third party acting on the client's behalf. The third party should not be a paid employee of AUKCAP.

Any written complaint will be acknowledged in writing within ten working days.

The Service Manager will carry out an investigation into the complaint examining all the circumstances relating to the complaint. This may require discussion with members of staff and/or members of the public as necessary in order to validate the facts relating to the complaint.

The Service Manager will inform the Chief Executive of AUKCAP of any complaint received, the nature of progress of any investigation and the decision reached.

The outcome of the investigation, together with the proposed corrective action to be taken, if appropriate, will be communicated to the complainant by the Service Manager. This will be done within six weeks of the date of the initial complaint.

## **2) APPEAL**

In the event that the client is unhappy with the outcome of the investigation, an appeal may be lodged in writing to the Chief Executive of AUKCAP.

The Chief Executive will consider and respond within four weeks from the receipt of the request to appeal.

## **3) FURTHER APPEAL**

In the event that the complainant is still unhappy a further appeal may be lodged with the Chair of the AUKCAP Board of Trustees.

The Chair will arrange for a meeting to take place between the complainant and two members of the Board of Trustees, where the complaint and responses will be discussed. The meeting shall take place within four weeks of the receipt of the request for a further appeal.

Once the complaint has been discussed, the two members of the Board of Trustees involved with the further appeal will decide what, if any, action is necessary and inform the Chair of AUKCAP.

The complainant will receive an explanation, in writing from the Chair on the outcome of the further appeal.

#### **4) RESPONSIBILITIES**

All members of the Board of Trustees, paid staff and volunteers of AUKCAP, will familiarise themselves with the procedure and be aware of the responsibility it places on them.

The Chief Executive will maintain a log of all complaints received indicating:

- a) Name of complainant;
- b) Date received;
- c) Action taken;
- d) Date result notified to client;
- e) Appeal procedure.

A complaint may be registered by an individual or another person acting on behalf of an individual.

A paid member of AUKCAP should not act on behalf of a complainant.

#### **5) OTHER SOURCES OF ADVICE**

When a complainant has used the AUKCAP procedure and is dissatisfied with how the complaint has been dealt with, they can contact Age UK (see *contact details below*).

Alternatively, the complainant can seek legal advice. CAB holds a list of local solicitors or the Law Society can assist.

#### **6) REVIEWING AND MONITORING**

The Board of Trustees will review complaints every two years to identify trends and consider action to improve the service.

In the light of the recommendations of the Board, the Chief Executive and Service Managers will implement agreed actions.

This policy will be reviewed biennially unless more frequent review is required by changes in legislation or as a result of expressions of concern as to its operation.

**CONTACT DETAILS**

<b>Chief Executive</b> Age UK Cambridgeshire & Peterborough (AUKCAP)	<b>Registered office:</b> 2 Victoria Street, Chatteris, Cambs PE16 6AP	<b>Telephone:</b> 01354 691896
<b>Chair</b> <b>Age UK Cambridgeshire &amp; Peterborough</b> c/o Chief Executive (above) marked "Private & Confidential"	As above	
<b>Age UK</b>	Tavis House 1-6 Tavistock Square, London, WN1H 9NA	0207 8206770

**Complaints policy approved:** 01/09/2020 (Date)

**Signed by Chair of Trustees**

