

## COMPLAINTS POLICY

### 1. Policy Statement

Age UK Coventry and Warwickshire views the identification and handling of complaints, as well as the identification of positive comments and compliments, as a continuing move towards the provision of a quality service.

From time to time people who use the services that the organisation provides may be dissatisfied with the service they receive and may wish to make a complaint.

### 2. Making a Complaint

#### Stage 1 – The Informal Approach

The majority of complaints, concerns or grumbles which arise when receiving a service will be easy to resolve immediately. The complaint or concern should be raised with the member of staff or volunteer providing the service or the manager of the service concerned. Complaints resolved at stage one are not logged centrally but are captured and shared within team meetings to ensure and lessons learnt are implemented.

#### Stage 2 – The Formal Approach

If a complaint is unresolved informally the complainant may write to:

Head of Operations  
Age UK Coventry and Warwickshire  
8 Clemens Street  
Leamington Spa  
CV31 2DL

An acknowledgement will be sent within 5 working days of receipt of the complaint. An investigation into the complaint will take place and we endeavour to send a response to the complainant within 20 working days. If this is not possible due to external factors or the complexity of the complaint the officer investigating will send an update to the complainant including realistic timescales for outcome of the investigation to be received.

#### Stage 3 – Appeal

The complaint will be kept open for 10 working days following the outcome being sent. Therefore if the complaint is still unresolved an appeal can be made in writing to the above address within this time. An appropriate Senior Manager or Trustee will be appointed to review the complaint and initial outcome. An outcome will be sent to the complainant within 20 working days. If this time frame is not practical due to the complexity of the complaint or external factors then an update and realistic timescales

will be sent to the complainant. This will be the final outcome and the process concluded.

### **3. General**

All personal data obtained during a complaint and subsequent investigations will be handled in line with Age UK Coventry and Warwickshire's General Data Protection Regulations (GDPR) policy.

Reports on complaints, outcomes and improvements will be reported to Age UK Coventry and Warwickshire's Quality and Compliance committee.