

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 within the teams to ensure lessons learnt are implemented.

Stage 2 – The Formal Approach

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

Director of Operations
Age UK Coventry and Warwickshire
8 Clemens Street
Leamington Spa
CV31 2DL
Or via email: info@ageukcovwarks.org.uk

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 5 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. Persistent/Unreasonable Complaints or Contact

AUKCW reserves the right to put in place measures, such as limiting contact with the complainant, if the complainant is unreasonable, threatening or abusive to our staff.

Unreasonable behaviour may include the following:

- Ignoring documented evidence to concentrate on conspiracy theories
- Persistence in pursuing an issue when the procedures have been exhausted
- Failing to identify the issues for investigation despite reasonable attempts to assist them to do so
- Making excessive demands in terms of visits, calls or letters/emails that consumes a disproportionate amount of resources.

4. Monitoring

Reports on complaints, outcomes and improvements are reported to Age UK Coventry and Warwickshire's Quality and Compliance committee and the Board of Trustees.

Any serious incidents are reported where applicable to commissioners of the relevant service and charity commission following the Serious incident policy.

5. Data Protection

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.

Related Policies

Where relevant this policy should be read in conjunction with the following related policies, which provide additional guidance and requirements

- Serious Incident Policy