

AGE UK CROYDON is a registered charity no. 1081013 and a registered company no. 3921436. AGE UK CROYDON TRADING is the trading name of AC CROYDON TRADING LIMITED, a limited company. All Policies and Procedures apply to both companies.

AGE UK CROYDON is an equal opportunities employer and any discrimination or harassment on the grounds of colour, sex, race, nationality, religion, ethnic origin, sexual orientation, disability, marital status, domestic circumstances, trade union membership/non-membership, or age will not be tolerated.

POLICY

- 1.0 AGE UK CROYDON is committed to providing high quality support and services. In order to do this AGE UK CROYDON actively seeks feedback from clients, members of the public, partner organisations and personnel.
- 2.0 AGE UK CROYDON does recognise that there may be occasions when people may be dissatisfied with the service they have received. In these circumstances the person concerned will be made aware of the complaints policy.
- 3.0 As part of this commitment it is the responsibility of all personnel and the Board of Trustees to raise awareness of the existence of the complaints policy and Procedure. This ensures that when individuals are dissatisfied with the work of AGE UK CROYDON they are aware of their right to complain.
- 4.0 AGE UK CROYDON welcomes any complaint made against personnel, its services, or activities and views it as an opportunity to learn and develop. When a complaint has been made the complainant can expect it to be fully investigated and to be informed of the outcome.
- 5.0 AGE UK CROYDON places great emphasis on achieving local resolution of complaints quickly and courteously.
- 6.0 AGE UK CROYDON recognises that making a formal or informal complaint is a difficult undertaking for many people and as a result information should be provided to complainants about potential support from other independent organisations, where available, to assist them through the process.
- 7.0 AGE UK CROYDON believes that any failure to act quickly will lead to an aggravation of the problem.

- 8.0 A complaint is defined as any expression of dissatisfaction about AGE UK CROYDON, its activities, personnel or Board of Trustees which requires a response. Complaints may also concern discrimination, provision of inaccurate information, delays, poor facilities, unacceptable policies or accusations of theft, physical, financial, emotional, psychological or sexual abuse.
- 9.0 It is recognised that it is up to the Complainant to decide whether and which way to proceed with the complaint.
- 10.0 AGE UK CROYDON acknowledges that the nature of any serious complaint may result in criminal proceedings for example in the case of Health and Safety.
- 11.0 AGE UK CROYDON will appoint a member of the management team to investigate.
- 12.0 If the Complaint is minor in nature the aim should be to resolve the issue informally to the satisfaction of the complainant by manager.
- 13.0 All personal information or case records relating to complaints will be treated in confidence and in accordance with the requirements of the Data Protection Act. Information will only be disclosed to those people with a need to know to enable them to investigate the complaint.
- 14.0 A copy of the Complaints Policy will be made available on request.
- 15.0 All personnel will be made aware of this policy.
- 16.0 All contact with the complainant should be courteous, respectful and polite.
- 17.0 Complainants should be assured that making a complaint will not compromise the provision of any future services or support.
- 18.0 The Line Manager will establish if the complainant has any kind of special needs which requires them to have additional support during the complaints process.
- 19.0 Complainants should be informed of their right to inform the Charity Commissioners of their complaint.
- 20.0 In the case of serious complaints the Chief Executive may need to seek legal advice.

PROCEDURE

- 1.0 All clients should be made aware of the existence of the complaints procedure.
- 2.0 Complaints can be made by letter, phone, email or personal contact.

- 3.0 This procedure can be used by any person or organisation wishing to make a complaint about the work of the organisation or individual member of personnel.
- 4.0 All complaints, no matter how seemingly unimportant should be taken seriously and the member of staff receiving the complaint should seek to address the issue immediately.
- 5.0 All complaints should be recorded on the appropriate form.
- 6.0 AGE UK CROYDON recognises that there are three stages in the Complaints Procedure.
 - 6.1 Problem solving
 - 6.2 Formal
 - 6.3 Review
- 7.0 It may be possible to resolve some more minor complaints in an informal and sensitive manner by the appropriate manager.
- 8.0 At this stage the complainant may be satisfied that their views have been listened to and have no wish to take the matter further.
- 9.0 If however the complainant wishes to take the issue further the complaints form should be completed immediately and sent to a senior manager within five working days.
- 10.0 Stage One- Problem Solving
 - 10.1 The service manager will investigate the complaint. Following the investigation the manager will respond to the complainant within 28 days. If the complainant is satisfied at this stage no further action may be necessary.
 - 10.2 A letter of acknowledgement should be sent containing the name of the person investigating the complaint and details of the process.
- 11.0 Stage Two - Formal
 - 11.1 If however the issue has not been resolved the complaint should be forwarded to the Chief Executive who will appoint a member of the senior management team to investigate the complaint further.

11.2 This process will also be followed if the complainant wishes to go straight to the Formal stage.

11.3 Under normal circumstances the senior manager will respond within 28 days giving a full explanation of the decision.

11.4 If the complainant is satisfied with the outcome no further action will be necessary.

12.0 Stage Three - Review by Chief Executive or member of the Board of Trustees:

12.1 If the Complainant is not satisfied the senior manager will refer the complaint to the Chief Executive or member of the Board of Trustees who will review the complaint and respond to the complainant as soon as possible and within 28 working days.

12.2 It is hoped that the complaint will be resolved by the end of Stage Three. However if the complainant is not satisfied they should be informed of their right to contact the Charity Commission.

Date this policy came into effect approved by Board of Trustees	Signature: Name: Date:
Next Review Date as agreed by Board of Trustees	Date
Name or position of person responsible for this policy	Signature: <i>Mick Bennett</i> Name: <i>MICK BENNETT</i> 08/10/2013 Position: <i>Director</i>
Other related policies	Commissioning and Tendering Compliments Data Protection
Relevant legislation	
Useful information	

PRACTICE NOTE

Issued to: All Personnel	SUBJECT: Complaints	No:	
Issued by:	Date issued:	Date amended:	For Information to:

- All complaints should be dealt with promptly and recorded on the appropriate form.
- Example Complaints Form attached.
- Any complaints may result in disciplinary or criminal proceedings. For example in the case of Health and Safety issues.
- AGE UK CROYDON should take the opportunity to learn from all complaints received.
- It might be useful to have a reciprocal arrangement with another local organisation to conduct investigations into complaints for each other, preferably but not restricted to another independent advice/advocacy provider.
- It will be for each organisation to decide what constitutes a “minor” complaint and what a “major” complaint.

Appendix 1

COMPLAINTS FORM	
NAME:	
ADDRESS:	
CONTACT NO:	
DETAILS OF COMPLAINT WHAT THE COMPLAINANT WANTS TO ACHIEVE:	
RECEIVED BY NAME:	DATE:
HOW RECEIVED: PERSON TELEPHONE LETTER EMAIL	
ACTION TAKEN:	
COMPLAINT RECORDED:	LETTER SENT:
DOES PERSON WISH TO HAVE ANY ASSISTANCE WITH THEIR COMPLAINT Yes/ No REFERRED TO:	
COMPLAINTS PROCEDURE:	
STAGE ONE:	
STAGE TWO:	
STAGE THREE:	
FINAL OUTCOME:	