



COMPLAINTS POLICY

AGE UK CROYDON is a registered charity no. 1081013 and a registered company no. 3921436. AGE UK CROYDON TRADING LIMITED, registered company no. 5792724 is a wholly owned subsidiary of AGE UK CROYDON. 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 age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation 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.

Date this policy came into effect approved by Board of Trustees	Name: D McCluskey Signature: Date: 27.02.2018
Next Review Date as agreed by Board of Trustees	Date Feb 2020 <i>[Signature]</i>
Name or position of person responsible for this policy	Name: Position: Projects and Learning Officer
Other related policies	Commissioning and Tendering Compliments Data Protection
Relevant legislation	
Useful information	