

HOW WE RESPOND TO COMPLAINTS

Policy Statement: Age UK Derby and Derbyshire (AUKDD) aims to provide a high standard of service to its service users and to treat all service users and other members of the public with courtesy, fairness and efficiency. An important part of the service is the way we deal with complaints. We need to know about any dissatisfaction with our service in order to resolve problems, and to help us become more effective.

Complaints received verbally

1. If you have a complaint about the quality of AUKDD services or about its policies, you should first raise it with the member of staff you have been dealing with, or their line manager if you feel it more appropriate.
2. The member of staff will ensure they fully understand the situation and try to resolve the situation immediately. However, if this is not possible an indication of the action which is proposed and the likely timescale will be given.
3. Within 5 working days of receiving your complaint we will either issue a response or advise you that further investigations are required and give you an indication of the timescales involved
4. It is hoped that most complaints will be satisfactorily resolved at this stage. If not, you will be advised about the next stages of the complaints procedure and may wish to raise your complaint with the Chief Executive at, Age UK Derby & Derbyshire, 29A Market Place, Heanor, Derbyshire, DE75 7EG.

Complaints received in writing

1. Where we are made aware of your concerns in writing it will be acknowledged on the day it is received and we will try to resolve the matter immediately. However, if this is not possible, an indication of the action which is proposed and the likely timescales involved will be given.
2. Within 5 working days of receiving your complaint we will either issue a response or advise you that further investigations are required and give you an indication of the timescales involved.
3. It is hoped that most complaints will be satisfactorily resolved at this stage. If not, you will be advised about the next stages of the complaints procedure and may wish to raise your complaint with the Chief Executive at, Age UK Derby & Derbyshire, 29A Market Place, Heanor, Derbyshire, DE75 7EG.

Complaints received by the Chief Executive

1. If you are not satisfied with our response to your complaint or you do not wish to discuss it with a member of staff you may raise the matter with the Chief Executive, Age UK Derby & Derbyshire, 29a Market Place, Heanor, Derbyshire, DE75 7EG. Your complaint will be acknowledged on the day it is received and a full response will be provided within 10 working days.
2. It is hoped that most complaints will be satisfactorily resolved at this stage. If not, you will be advised about the next stages of the complaints procedure and may wish to raise your complaint with the Board of Trustees, Age UK Derby & Derbyshire, 29A Market Place, Heanor, Derbyshire, DE75 7EG.

Appeal to Board of Trustees

In the unlikely event that you are dissatisfied with the Chief Executive's response, you will have the opportunity of having your complaint considered by the Board of Trustees. The Chief Executive will present a report to the Trustees detailing the complaint and the Board of Trustees will make a final decision. This will be forwarded to you within 5 working days of the Trustees considering the complaint. The Chief Executive will ensure that any necessary action is taken.

Further Information

If you feel we have not responded to your complaint appropriately, you may wish to contact one of the following: The Citizens Advice Bureau, a solicitor, a local Advice Agency, your Councillor or MP.