



AGE CYMRU DYFED

COMPLAINTS PROCEDURE

The Complaints Process should address the needs of the complainant and not the organisation. They need to be simple to understand, have the ability to give quality responses quickly, and be seen to be fair and effective.

1. Informal Process

- It is hoped that in most instances the complaint can be dealt with at an informal level. An explanation as to why the problem has occurred, an apology and reassurance that the problem is being dealt with may be all that is required.
- A telephone complaint will, wherever possible, be dealt with by the person receiving the call. If this is not appropriate the complaint will be passed on to the Chief Officer who will seek to resolve it as soon as possible.
- If the complaint can be resolved at this informal level, only a record of the complaint need be made.
- During this informal process, the complainant will be told of the formal process and if he/she requests it and can be sent a copy of this procedure if required.
- All complaints and details of the outcome will be recorded.
- If the complaint cannot be resolved informally, or the complainant wishes to make a formal complaint, then a formal process will be available.

2. Formal Process

- The formal complaint must be in writing to the Chief Officer and marked "Confidential". If the complaint is about the Chief Officer, the complaint should be sent to the Chair of Trustees.
- The Chief Officer will inform the Chair of Trustees about any complaint against either paid or voluntary staff and then conduct an investigation into the complaint.
- If the complaint is against the Chief Officer, the Chair or a member of the Board of Trustees, the Chief Officer will convene a small group (3) of committee to look into the complaint.
- A formal written complaint will be acknowledged within 5 working days of receipt and be passed on to the most appropriate person – in most cases this will be the Chief Officer. The Chief Officer will seek to resolve the problem within one month of receipt.

- The acknowledgement letter should be accompanied by information concerning Complaints Procedure, information about how complaint is being dealt with, by whom, and the time period in which to expect a reply. The complainant should be kept informed if there are any delays in the procedure. The complainant should be reassured that their complaint will not affect the continued access to Age Cymru Dyfed's services.
- Having investigated the complaint, the Chief Officer will make a report to the Board of Trustees. If the complaint is concerning the Chief Officer, a member of the small group convened to investigate the complaint will report the Board of Trustees.

3. Review

- If the formal complaint is not resolved to the satisfaction of the complainant, they may ask for a review.
- This must be in writing and addressed to either the Chief Officer of the Chair of Trustees.
- An acknowledgement of the request will be sent within 5 working days of receipt.
- The review will be undertaken by either the Chief Officer of the Chair supported by two Trustees acceptable to both parties.
- This decision will be communicated to the complainant within one month.
- If there are further concerns, the complainant must refer the matter to the Charity Commission.
- This procedure will be reviewed regularly.

Date reviewed: Sept 2019