CLIENT CARE

CC5. Compliments, Comments and Complaints Policy & Procedure

1. General

Age UK Gateshead values and welcomes all types of feedback as part of our commitment to continually improving the standard of our services to older people.

2. What you can expect from Age UK Gateshead

We will:

- Acknowledge compliments and other comments positively, and value the time taken to provide the feedback.
- Log all feedback in our Charitylog system to inform the development of our work and/or reward and motivate staff and volunteers as appropriate.
- Properly consider any complaints, which will be dealt with in an appropriate, fair and timely manner, while being investigated thoroughly.

  All complaints will be considered in confidence and in line with our Confidentiality policy (Policy 1) unless they pertain to the abuse or potential abuse of a vulnerable person. In this case we follow our Safeguarding Adults procedures (Procedure 15.1).

  No clients will suffer loss of service as a result of making a complaint.

  A friend, relative or other representative can make a complaint for the person concerned if preferred, and arrangements can be made for interpreting services if necessary.

3. What Age UK Gateshead expects from you

In the first instance, any compliments, comments or complaints should be directed to our Customer Services staff, who will log the feedback and respond as needed.

In the case of complaints, the following stages outline the process:

Stage 1

Any complaints will passed to the Manager or Co-ordinator of the service to respond to. Most complaints and issues can usually be resolved at this level.

Stage 2
If this isn't appropriate, or if the complaint isn't resolved, we have a formal complaints procedure. The complaint should be made in writing or by telephone to the Chief Executive, Age UK Gateshead, 215 The Bank, Gateshead, NE8 1AS, Tel: 0191 4773559

If the formal complaint is against the Chief Executive , complaints should be put in writing to the Chair of The Board of Trustees, Age UK Gateshead, marked 'Private and Confidential' and sent to the above address. Complaints against the Chief Executive will be considered by the Chair of The Board of Trustees of Age UK Gateshead.

We will acknowledge the complaint within five working days, investigate and send a formal response within four weeks.

Stage 3
If there is still no satisfactory resolution, the matter will be taken to the Age UK Gateshead Board of Trustees, who have the final say.

Procedure to be reviewed every 2 years or sooner if necessary for legal or organisational reasons.

Date of Next Review: by 02/02/27