



## **Making a Complaint**

The aim of Age UK Hillingdon is to deliver an appropriate and quality service to all users of all our services. We hope that you receive a satisfactory service but should you be dissatisfied or have cause for complaint, this leaflet outlines how we will deal with your complaint.

### **Tell us what you think**

The best way to resolve a misunderstanding or complaint which you may have regarding our work is for you to discuss it with the person in the organisation with whom you have had contact. This may be either a member of staff or a volunteer.

In all cases the member of staff or volunteer with whom you have contact will make every effort to work towards a quick and informal solution. You will be informed of the procedures used, and the expected timescale of action.

### **What will happen?**

In order to respond quickly and efficiently, the date, time and nature of the complaint are recorded, together with notes on the efforts made to resolve the situation and action taken. This confidential information will only be available to those who are directly involved in the proceedings. At this stage the complaint is dealt with on an informal level.

### **Still not entirely satisfied?**

If, for any reason you do not feel able or willing to talk the problem over with the member of staff or volunteer concerned, or if you have consulted them and are dissatisfied with the response, then the complaint will be referred to the Line Manager, Duty Manager or the Chief Executive of AUKH. At this stage the complaint is still dealt with on an informal basis.

The Line Manager, Duty Manager or Chief Executive will record the date, time and nature of the complaint in a log book and where necessary the Line Manager, Duty Manager or Chief Executive will personally seek the views of the parties involved. The complaint should be resolved within a maximum of five working days maximum at this level.

### **Taking it to the top**

Should the complaint remain unresolved and you wish to take the procedure further you must confirm in writing to the Chief Executive that you wish a complaints panel to be established within 28 days. You will have three weeks to make such a complaint. A final date for receiving the letter at our Hayes Office will be given to you.

### Complaints Panel

The Complaints Panel will comprise:

- An independent Chairperson
- A representative from Age Concern England field work team.
- A member of Age UK Hillingdon's board of trustees

A member of the panel will acknowledge receipt of the complaint within 5 working days from receipt of your letter and will also inform you of the timescales for investigating the complaint.

You will be asked to meet and discuss the complaint with a member of the panel. This will give you an opportunity to place your case. The panel may also receive written information from all parties concerned.

You are invited to have a friend or an independent advocate to accompany you to this meeting.

All deliberations and decisions will be recorded and these will be made available, upon request, to all parties concerned.

The panel will consider all aspects of the complaint and advise you, in writing, within 28 days of the meeting of their decision and of any appropriate action to be taken.

**We also welcome any compliments you may have about our service which can be sent to the address below:-**

**How to contact us**

Write to us at

Age UK Hillingdon

2 Chapel Court,

126 Church Road

Hayes

UB3 2LW

Or

Email: [enquiries@ageukhillingdon.org.uk](mailto:enquiries@ageukhillingdon.org.uk)

Or

Telephone 020 8756 3040