

AUKKC Complaints Policy and Procedure

Complaints Policy and Procedure

Age UK Kensington and Chelsea aims to provide a consistently high quality of service to all its clients. However, we are aware that there may be times when the service falls short of the standards we set ourselves.

If you experience any problems at all with our service, we hope that you will not hesitate to let us know. Only when we know that there is a problem can we do something about putting it right. We are also keen to hear any comments you may have about the service which could help us to make improvements. Whatever you have to tell us, we will respond courteously, and we will address the concerns you raise as swiftly and effectively as we can.

How to Make a Complaint

If you need to make a complaint, your first step should be to contact the **manager of the service**.

She or he will discuss the details of your complaint with you. It may be that the matter can be settled to your satisfaction in the course of this conversation. If this is not the case, your concerns will be noted and investigated.

We undertake to carry out this investigation, and report back to you as quickly as possible, normally within five working days.

If, after this, you continue to feel that your concerns have not been satisfied, you have the option of asking for the issue to be dealt with more formally.

Complaints Procedure - Stage 1

You should contact the **Service Manager**, either by telephone or by writing to **Age UK Kensington and Chelsea, 1 Thorpe Close, London W10 5XL**. If you wish, you may use the attached complaint form. Your letter will be acknowledged normally within five working days, and your complaint investigated by the manager who will send you a full response within 28 days.

Complaints Procedure - Stage 2

Should the matter still not have been settled to your satisfaction, or if you are unhappy with the response of the Service Manager, you may take your concerns to the Chief Officer of Age UK Kensington and Chelsea.

You should write to her at: **Age UK Kensington and Chelsea, 1 Thorpe Close, London W10 5XL**, marking your envelope "Private and Confidential".

The Chief Officer will review all the circumstances of your complaint, and will invite you to a meeting to outline your concerns. You may bring a friend or advocate with you to support you at this meeting.

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Complaints Procedure - Stage 3

Should you continue to be unhappy with our response to your complaint, or with the decision taken by the Chief Officer, you may appeal to the Board of Trustees of Age UK Kensington and Chelsea.

You should put your appeal in writing and send it to: The Chair of the Board of Trustees, Age UK Kensington and Chelsea, 1 Thorpe Close, London W10 5XL. The Chair will convene a panel of Trustees to consider your complaint. The panel will consist of the Chair and at least one other Trustee. You will be invited to present your case to the panel and you may be accompanied at this meeting by a friend or advocate if you wish.

The decision of the Trustees will be final, and there is no further appeal within Age UK Kensington and Chelsea.

Please note: If your complaint is about the At Home service (domiciliary care service), you should be aware that at any time in this process you may take that complaint to:

**Royal Borough of Kensington and Chelsea
Social Services Department
The Town Hall
Hornton Street
London
W8 7NX
Tel: 020 7361 2661**

Or to:
**Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161**

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Complaint Form

Please complete the form below if you wish to make a complaint about any of Age UK Kensington and Chelsea's services.

Name _____

Address _____

Telephone Number: _____

Please tell us what your complaint is about, continuing on another sheet if necessary:

Signed: _____ Date _____