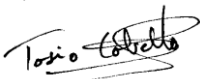


## AUKKC Complaints Policy and Procedure

### Document Control Information

Version History			
Version	Date	Detail	Author
2.0	Oct 2015	Policy added to MDI. Full review of content scheduled	Richard Brine
2.0	Feb 2018	No changes made.	Tasio Cabello

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Service Unit	All
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2.0	Feb 2018	Tasio Cabello	

**AUKKC Complaints Policy and Procedure**

**CONSULTATION TRACKING SHEET**

This document must be completed and accompany the document through the final ratification and authorisation process. A copy of this sheet should be included at the front of the final published policy.

**Name of Document:** Complaints Policy and Procedure

Name of person / team / committee asked to provide feedback	Date feedback request sent	Feedback received (Y/N)	Feedback incorporated into Policy (Y/N)

**Document History and Change Record**

The following are registered holders of controlled copies of this document:

Position	Version
Business Manager (Management Representative)	2.0

Amendment History			
Version	Date	Amendment	Approved By
2.0	Oct 2015	Document control information added	Richard Brine

## **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.

## **AUKKC Complaints Policy and Procedure**

### **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**

**AUKKC Complaints Policy and  
Procedure**

## 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 \_\_\_\_\_