

Complaints Policy

Age UK Lancashire maintains a culture of continuous improvement at all levels of the organisation. Complaints are viewed as an opportunity to learn and improve for the future, as well as a chance to put things right for the individual or organisation that has made the complaint.

Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Age UK Lancashire. Complaints can be in writing or given verbally.

Where complaints may come from

Complaints may come from beneficiaries of our services or their families/carers, funders, commissioners, partner organisation, members or any other individual or stakeholder involved with or affected by the organisation.

This policy does not cover complaints from staff who should use Age UK Lancashire's grievance procedure.

Our policy is:

- To provide a complaints procedure which is fair and accessible
 - The beneficiaries of our services are directed to our guidance leaflets:
 - How did we do?
 - What if things go wrong?
 - All other stakeholders should submit complaints in writing to the:
Chief Executive, Age UK Lancashire
Suite 22, Railway House, Railway Road
Chorley
PR6 0HW

- To publicise the existence of the policy and procedure so that people know how to contact us to make a complaint.
- To make sure that everyone who works or volunteers for Age UK Lancashire knows what to do if they receive a complaint.
- To ensure that all complaints are fairly investigated in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do:
 - Where multiple complaints around the same or similar issues are received, we will employ an approach of corrective action to determine the root cause of the problem.
 - Where a complaint presents an opportunity to learn, we will use our quality improvement plans to ensure improvements are widely adopted.

Confidentiality

All complaint information will be handled sensitively, sharing information only with those who need to know and following any relevant Data Protection or Safeguarding requirement.

Responsibility

The Board of Trustees has overall responsibility for this policy. A summary of complaints is reported quarterly to the Board of Trustees. Trustees will also review an annual audit and report of our complaints containing where the complaints came from (e.g. customers, carers and service delivery area), our response to them, trends identified and changes that have been made as a result of the complaint.

ADOPTION OF THIS POLICY BY THE BOARD OF TRUSTEES

Vivien Mumford, Age UK Lancashire Chair, on behalf of the Board of Trustees

Signature: 

Date: 14th June 2018

Issue date: June 2018
Supersedes: Oct 2016

Responsibility: Engagement Director
Review date: June 2019