



What if things go wrong?



We strive to provide excellent services, but there can be times when things go wrong or customers become unhappy with the service they receive. If this happens, please let us know as soon as possible so that we can try and put things right.

How to make a complaint

- Write to the PA of our CEO at Age UK Lancashire Lifestyle Centre, Gillibrand Street, Chorley, PR7 2EJ
- Email us: admin@ageuklancs.org.uk
- By phone: 0300 303 1234
- In person to a member of staff or service manager

What to expect if you complain

- To know that the complaint will be treated in confidence.
- To have your complaint acknowledged and properly looked in to.
- To be kept informed of the progress and outcome.
- To be assured that your right to a service will not be affected because you have made a complaint.
- To not be discriminated against if you have made a complaint.

How we will handle a complaint

The complaint will be taken through a staged procedure with time scales and responsibilities for the resolution of the complaint. Records will be kept of each stage of the complaint on our secure database. Complaints are reviewed regularly and we make changes based on what we learn from the outcome.

Stage 1: Initial complaint

Often complaints can be quickly and easily resolved, so we would encourage you initially to speak to the manager of the service or to another staff member who you feel comfortable to approach. They will be happy to discuss your complaint with you and will do their best to resolve the issues, if possible. If you have written to us with your complaint, you can expect to receive a response from us within 5 working days, either by telephone or in writing, to acknowledge receipt and to clarify any details. If further investigation is required, we will let you know who is dealing with your complaint and when they will respond to you in writing by, with the conclusions of their research and the reasons for the outcome. This will be within 20 working days of receiving your initial complaint

Stage 2: Further review of complaint

If you are unhappy with the outcome of Stage 1, you have 15 working days to write and ask for your complaint to be reviewed by the Chief Executive, who may delegate responsibility to a member of the Senior Management Team. The review will focus on how the Stage 1 review was handled, looking at whether it;

- Addressed the issues of your complaint.
- Adequately remedied any shortfalls in the service.
- Articulated the outcome adequately.
- Was sufficiently thorough and fair.

You will receive a response in writing to let you know the outcome within 20 working days.

Stage 3: Appeal

If you are not satisfied with the response at Stage 2, you can appeal to the organisation's independent panel. The complainant should write to, or email the Chief Executive of Age UK Lancashire using the contact details below within 15 working days of the dated written response to Stage 2.

A panel of 3 will be convened from the Trustees or senior management of other independent voluntary organisations. The Chief Executive will take action to convene the panel within 15 days of receipt of your written statement saying that you are not satisfied with the outcome of the complaint. The panel will be required to meet within 30 working days from the request and will consider if the complaints procedure has been adhered to and if the grounds for complaint can be upheld.

At the panel's discretion, you (and any representative) will be invited to make your complaint in person.

The panel will complete their investigation, prepare a report and send to you within 20 working days of the panel meeting, stating what appropriate action, if any has been taken.

The decision taken by the panel will be Age UK Lancashire's final response. We are registered with the Fundraising Regulator. If the complaint is regarding any aspect of our fundraising practice you can contact the Fundraising Regulator on:

0300 999 3407 or www.fundraisingregulator.org.uk



Head Office, Wellbeing Centre, Moorgate, Ormskirk, L39 4RY

T: 0300 303 1234 E: admin@ageuklancs.org.uk

www.ageuklancs.org.uk

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This leaflet forms part of the Age UK Lancashire 'Capturing customer feedback procedure'