



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, or any third parties who officially fundraise on our behalf.

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:

Chief Executive, Age UK Lancashire,
Suite 22, Railway House,
Railway Road,
Chorley, PR6 0HW

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Supersedes: Jun 2017

Responsibility: Director of Partnerships & Growth
Review date: Jun 2021

- 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 within the timescales laid out in the procedure.
- 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 all relevant Data Protection and Safeguarding requirements.

Responsibility

The Board of Trustees has overall responsibility for this policy. A summary of complaints is reported quarterly to the Board of Trustees.

ADOPTION OF THIS POLICY BY THE BOARD OF TRUSTEES

Victoria Buyer, Age UK Lancashire Chair, on behalf of the Board of Trustees

Signature:

Date:

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