

Stage 3, Appeal

Should you not be satisfied with the response of the Chief Executive/ Executive Management Team, you can appeal to the organisations independent panel. The complainant should write to the Chief Executive of Age UK Lancashire via Age UK Lancashire's office headquarters within 15 working days of the dated written response to the Stage 2 Further Review.

A panel of 3 will be required to 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 working 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, 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 your complaint is regarding any aspect of our fundraising practice you can contact the Fundraising Regulator on: 0300 999 3407 or [fundraisingregulator.org.uk](https://www.fundraisingregulator.org.uk)



61-63 St Thomas's Road, Chorley, Lancashire PR7 1JE
T: 0300 303 1234 E: admin@ageuklancs.org.uk
www.ageuk.org.uk/lancashire

This leaflet forms part of the Age UK Lancashire "Capturing Customer Feedback Procedure"

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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. However sometimes the outcome is still not satisfactory and you may wish to escalate your concerns into a formal complaint.

How to make a complaint

- Write to Age UK Lancashire,
61-63 St. Thomas's Road, Chorley, PR7 1JE
- Email admin@ageuklancs.org.uk
- Website www.ageuklancs.org.uk

Who can make a complaint?

Anyone who receives a service, or has been refused a service from Age UK Lancashire can make a complaint. A carer, friend, relative or advocate can also complain on a customer's behalf but must have the person's permission for them to make the complaint.

You can complain about any aspect of the service provided to you, about its quality or reliability; about the way you have been treated; or about decisions that have been taken by our staff.

What to expect if you complain?

- To know that the complaint will be treated in confidence.
- To have your complaint acknowledged and properly looked into.
- To be kept informed of the progress and the 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 lines and responsibilities for the resolution of the complaint.

Stage 1, Review of complaint

- Initially, the complaint will be dealt with by the relevant Operational Manager.
- You will receive a written reply within 10 working days acknowledging that your complaint has been received and is being looked into.
- The Operational Manager will want to research more into your complaint so they may need to contact you and others to clarify details. This may take some time, but you will expect to receive a response to your complaint within 30 working days setting out;
 1. The conclusions from their research.
 2. The reasons for the outcome in writing.

Stage 2, Further Review of complaint

If you are unhappy with the written outcome of the Stage 1 Review, you will 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 Executive 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.

They will respond to you in writing to let you know the outcome within 30 working days.