Owner	Chief Executive
Reviewed by	Chair
Date Reviewed	May 2026
Approved by Trustees	June 2026
For review	June 2029

Complaints Policy

Age UK Merton takes complaints seriously. The Trustees have set out a clear policy and procedure which allows all stakeholders to submit complaints freely without prejudice. Complaints will be dealt with in a thorough and transparent way, which enables the complainant to express the nature of their complaint.

1. Aims

1.1. To maintain the quality of our services and to ensure fairness for all parties concerned, Age UK Merton has established policy and procedures for dealing with complaints by or onbehalf of service users.

1.2. Complaints will be seen as an opportunity to improve our services and to empower serviceusers by giving them the opportunity to have influence over the way services are run.

1.3. All complaints regarding the service provided by Age UK Merton to its users will be dealtwith promptly and fairly in accordance with procedures approved by the Trustees.

1.4. Complaints will not affect clients' use of Age UK Merton services and will be dealt withwithout prejudice.

1.5. Policy and procedures will be regularly reviewed by the Board of Trustees

2. What Constitutes a Complaint

2.1. A complaint can be made about any aspect of services provided by Age UK Merton, including delays in providing services, services promised but not provided, services declined or any other aspect of services that a service user or potential service user is dissatisfied with.

2.2. Complaints can also be made about members of staff, volunteers or Trustees, if it is feltthat they have been disrespectful, rude or unhelpful.

2.3. A complaint may be made by someone who uses or has attempted to use the services ofAge UK Merton or by a person acting on their behalf.

3. Publicising and Accessing the Complaints Procedure

3.1. Age UK Merton will endeavour to ensure that service users and those acting on their behalf are aware how to complain if they are dissatisfied and that the process of doing so is straightforward.

3.2. Information about how to complain and the complaints process will be made available in asmany ways as possible, for example in Age UK Merton literature, on the website, on notice boards and in meetings.

3.3. Complaints to Age UK Merton can be made in writing, verbally to a member of staff, bytelephone or by email.

4. Responding to complaints

4.1. Age UK Merton seeks to respond to complaints within a timely manner the details of which will be set out in the Complaints Procedure.

4.2. Complaints will be managed by an authorised official within the organisation as outlined within the Complaint Procedure.

4.3. Typically, responses to complaints will be in writing but it may be relevant for the response and / or elements of the complaint investigation to be conducted in person or by telephone.

5. Reviewing Complaints

5.1. For any complaint that has been handed to the Chair of Trustees, a report of the complaint, its handling and its outcome will be provided to the Board of Trustees at its nextmeeting.

5.2. The Board of Trustees will receive and review at each Board meeting a summary of complaints received during the period.

5.3. At six monthly periods a fuller report will be reviewed by the Board, which is to include actions taken for each complaint received and any changes in practice required. This gives the Board the opportunity to learn from complaints and to shape future direction as appropriate.