



Age UK Merton

Complaints Policy

1. Complaints by or on behalf of service users

- 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 on behalf of service users.
- 1.2. Complaints will be seen as an opportunity to improve our services and to empower service users 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 dealt with 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 with without 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 felt that 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 of Age 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 as many ways as possible, for example in Age UK Merton literature, on notice boards and in meetings.
- 3.3. Complaints to Age UK Merton can be made in writing, verbally to a member of staff, by telephone or by email.

4. Responding to complaints

- 4.1. Age UK Merton seeks to respond to complaints within a timely manner.
- 4.2. We endeavour to complete routine complaints within one week of receiving the complaint
- 4.3. Serious complaints may take longer to investigate. The investigating manager will acknowledge the complaint within 2 working days and provide a response within 10 working days.

4.4. If complaints are escalated a response will normally be provided within 15 days of the complaint being escalated.

5. Reviewing Complaints

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

Date Implemented:	Future Review Dates					
	2018	2019	2020	2021	2022	2023
Date reviewed				√		
Date approved By Trustees	√					