

## COMPLAINTS POLICY AND PROCEDURE

### POLICY STATEMENT

Age UK North Worcestershire is committed to delivering high-quality services and care to all clients, as well as their families and carers. We value feedback and actively encourage comments, suggestions, compliments, and complaints from anyone who has contact with our organisation, as these provide important opportunities to improve our services.

All comments and complaints will be handled positively, fairly, openly, and without bias. Age UK North Worcestershire is committed to ensuring that concerns are taken seriously, investigated appropriately, and responded to in a timely and transparent manner. We regularly review feedback and complaints to identify learning opportunities, improve service delivery, and reduce the likelihood of similar issues arising in the future.

Age UK North Worcestershire is also committed to providing ongoing training, guidance, and support to all staff and volunteers to ensure consistently high standards of service. Feedback, including complaints and commendations, will inform staff development and organisational learning to support continuous improvement across all areas of our work.

### PROCEDURE

If an individual or organisation has a complaint regarding any of our services, the following procedure should be followed. A complaint may be raised with any member of staff or volunteer.

---

#### Stage 1 – Informal Complaint

Informal verbal complaints will normally be handled by front-line staff or volunteers at the point they are raised.

- Volunteers must inform a member of staff immediately if they receive a complaint, adverse comment, or concern.
- All such matters will be treated as informal complaints.
- Where possible, staff will seek to resolve the matter promptly and informally.
- If the issue cannot be resolved at this stage, the individual should be advised of their right to make a formal complaint, which must be submitted within five (5) working days of the incident giving rise to the complaint.
- Complaints about staff must be referred immediately to Stage 2.

- A record must be kept of all complaints and forwarded to the Chief Executive Officer using the approved *Complaints and Compliments Form*.
- 

## Stage 2 – Formal Complaint

- An acknowledgement of receipt will be issued to the complainant within two (2) working days.
  - All complaints not resolved at Stage 1 will be passed via the relevant line manager to the Senior Manager designated as Complaints Officer.
  - Any staff member or volunteer involved in the complaint will be provided with a copy of the complaint and any subsequent investigation report.
  - All complaints will be recorded and held in a central complaints file maintained in the Chief Executive Officer's office.
- 

## Investigation

- All staff and volunteers are required to co-operate fully with the investigation conducted by the Complaints Officer.
  - This may include providing verbal responses and supplying relevant written documentation.
  - The outcome of the investigation will be formally recorded.
  - A written response outlining the findings and outcome will be provided to both the complainant and the staff member/volunteer involved within twenty-eight (28) days of receipt of the complaint.
- 

## Stage 3 – Independent Review

If the complainant remains dissatisfied following the Stage 2 investigation, they may request an independent review.

- The request must be made in writing within twenty-eight (28) days of receiving the Stage 2 response.
- Requests should be addressed to:

Chief Executive Officer  
Age UK Bromsgrove, Redditch and Wyre Forest  
51 Windsor Street  
Bromsgrove  
B60 2BJ

## Review Panel

A Review Panel will be convened and will consist of three members:

1. Chair – An independent person from outside Age UK North Worcestershire, appointed by the Complaints Officer in consultation with the Chair of Age UK North Worcestershire
2. Chair of Age UK North Worcestershire
3. Chief Officer of Age UK North Worcestershire, or another appropriate person appointed by the Trustees

Following the Review Panel's consideration:

- The Chief Executive Officer will write to the complainant within five (5) working days to confirm the decision and outline any further action to be taken.
- The decision of the Review Panel and any resulting actions will be final.

---

## Confidentiality and Data Protection

All complaints will be handled sensitively and confidentially. Information will be shared only with those who need to know and will be managed in accordance with Data Protection legislation and organisational policies.

---

## Commitment to Service Improvement

Age UK North Worcestershire strives to deliver services that do not give rise to complaints. We strongly encourage open communication and welcome the opportunity to discuss concerns at an early stage, enabling issues to be resolved promptly and services to be improved wherever possible.



### Version Control

Version 1	April 2016	Document Created
Version 1.1	January 2018	Reviewed & approved
Version 1.2	June 2021	Amended to reflect organisational changes and pas part of the June 2021

Review	May 2022	Reviewed and signed by Amanda Allen and Roger Custance
Review	July 2023	Reviewed and signed by Amanda Allen and Roger Custance
Version 1.3	December 2025	Reviewed, amended name change and signed by Amanda Allen and Jonathan Shapiro
Date of next review	December 2026	

Amanda Allen  
 Chief Executive Officer



Jonathan Shapiro  
 Chair – on behalf of the Board of Trustees



## **COMPLAINTS**

Age UK North Worcestershire is committed to offering high standards of service and care to our clients and their families and carers.

Age UK North Worcestershire welcomes comments, suggestions as to how things might be improved, complaints and/or commendations from anyone who has contact with our organisation.

At Age UK North Worcestershire, we will approach all comments or complaints with a positive attitude and in a fair, open and unbiased way, and will regularly review any such comments or complaints to look at ways of improving the delivery of our services and avoiding adverse situations in the future.

Age UK North Worcestershire is committed to providing training and support for all its staff and volunteers to maintain and continuously improve upon our standards of service. Any comments or complaints received will be reflected in that training and support.

Having said that, At Age UK North Worcestershire it is our wish that our services should not attract complaints in the first place and we would much prefer to be offered the opportunity to discuss how things might be improved and how any complaint that does occur might be resolved.

If we have done something that you would like to complain about or comment on, please ask to see a copy of our complaint's procedure.

**WE ARE HERE TO TRY TO HELP YOU**

## COMPLAINTS REPORTING/ACTION FORM

### 1. INITIAL COMPLAINT DETAILS

#### 1.1 Complaint Receipt

Name of person receiving complaint:

Date complaint received:

Complaint received by (please tick):

Telephone     Letter     Form     Visit

Name and address of complainant:

Name of service user (if different from above):

Project / service indicated in complaint:

Name of worker(s) indicated in complaint:

Name of worker(s) line manager:

Nature of complaint:

**WHAT OUTCOME DOES THE COMPLAINANT WANT?**

**Does the Insurance Company need to be contacted to check if any potential litigation may be applicable?**

Yes     No

**Date contacted and advice given:**

**1.2 Reporting**

**Reporting / action form sent to line manager:**  Yes  No

**Date:** \_\_\_\_\_

**Copy of form sent to Chief Executive:**  Yes  No

**Date:** \_\_\_\_\_

**2. LINE MANAGER ACTION**

**2.1 Acknowledgement**

**Line manager acknowledges complaint *within 5 working days***

**Date acknowledgement letter sent:**

**2.2 Action Taken to Resolve Complaint** *(within 28 working days)*

**Date:** \_\_\_\_\_ **Time spent:** \_\_\_\_\_

**Action taken:**

**Name of investigating officer:**

**2.3 Outcome of Investigation**

**Date response made to complainant:**

**Decision:**

**Reasons:**

**Response of complainant to decision:**

**Complainant informed of right to make a formal complaint to the Chairman**

**Date letter sent:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**3. FORMAL COMPLAINT TO THE CHAIRMAN**

**3.1 Date formal complaint received:**

**3.2 Date Review Panel convened:**

**3.3 Outcome of Review Panel Investigation**

**Date response made to complainant:**

**Decision:**

**Reasons:**

**Response of complainant to decision:**

**4. FURTHER ACTION OPEN TO COMPLAINANT**

**4.1 Notification of Further Action**

**Letter to complainant informing of possible further action, who to contact and where**

**Date sent:**

---

**Signed:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_