

COMPLAINTS POLICY AND PROCEDURE

Policy

In the interests of quality assurance and to ensure that the services provided by Age UK Northamptonshire are responsive to the preferences and needs of older people, the Charity commits itself to the following:

- Actively promoting older people's right to be heard, to have their complaints investigated and to seek the earliest possible resolution of those complaints. We will do this by ensuring that they and/or their representatives, other agencies and members of the public, are made aware of and are given easy access to information explaining the Charity's Complaints Policy and Procedures, who may use them and how complaints will be dealt with;
- Achieving specified response times to ensure complaints are dealt with quickly;
- Recording all complaints and establishing a procedure that enables complaints to be investigated promptly and efficiently;
- Monitoring complaints annually and using them, where appropriate and necessary, as a basis for improvements to the services provided; and
- Providing adequate training for staff and volunteers to ensure that they understand and will implement the policy and procedures in a positive and helpful manner when complaints are received.

Procedure

If a complaint can be easily resolved, the member of staff or volunteer receiving the complaint should try to do so informally in the first instance. If this is not possible, they should take all of the following actions:

- Give the complainant a copy of the complaints leaflet;
- Advise the complainant that all complaints must be in writing for the attention of the Department Manager, providing as much detail as possible in order for the complaint to be investigated. An acknowledgement letter will be sent to the complainant.
- Assure the complainant that a senior manager will provide a reply in writing in response to their complaint and aim to respond within 14 days. Depending on the nature of the complaint and to ensure that a thorough investigation takes place, the response time could take longer. Where this occurs we will advise the complainant accordingly and endeavour to respond to the complaint as soon as reasonably practicable.
- IF THERE WAS A COMPLAINT THAT was of a highly significant nature or was raised by a key stakeholder then this would be reported to and raised to TRUSTEE LEVEL and reported to them.

The Business Development Director has the overall responsibility for recording and monitoring complaints. Complaints will remain on file for 12 months and will be analysed for the purposes of quality assurance. An annual report will be available to trustees.

Review

- The policy will be reviewed every three years or more regularly if we identify any non-compliance or problem or in the light of emerging legislation or best practice that could impact on this policy.