



Age UK Notts Compliments and Complaints Procedure

Introduction

Age UK Nottingham & Nottinghamshire (Age UK Notts) aims to provide a high standard of service to its service users and to treat all service users and other members of the public with courtesy, fairness and efficiency. An important part of the work of the charity is the way we deal with compliments and complaints. We need to know about any satisfaction or dissatisfaction with our services in order to help us become more effective.

In this procedure we inform service users and the public of their rights and let them know how they can expect compliments and complaints to be dealt with by Age UK Notts.

Principles of Age UK Notts compliments and complaints procedure

Age UK Notts recognises that compliments and complaints are an important part of customer feedback.

What is a compliment?

A compliment is an expression of thanks or appreciation for something that Age UK Notts has done. We always appreciate feedback when the assistance or service we have provided has proved to be beneficial.

Where a compliment is about the way in which a member of staff or volunteer has been of help we will ensure that member of staff is informed that we have received a compliment about their work.

What is a complaint?

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or a group of individuals who may wish to complain if not satisfied with the way they have been treated or with the service they have received from Age UK Notts

All complaints will be investigated fully and fairly. Complaints will be dealt with in confidence. The only exception to this is when others could be put at risk by matters referred to in the complaint.

We aim to deal with complaints as quickly as possible and would ask people to raise complaints as soon as possible; we will therefore not accept complaints about issues that occurred more than three months prior to making the complaint.

If the complainant is not happy with the result of the response to the complaint, she or he will have the right to appeal.

Age UK Notts is committed to ensuring that its services are of the highest quality. The complaints procedure enables Age UK Notts to respond clearly and properly to complaints and to know when and why people are not satisfied with its services, so that it can improve them.

Who can make a complaint?

This procedure is for members of the public who have received a service from Age UK Notts. To ensure we can deal with complaints effectively complaints should be made as soon as possible; we will not generally accept complaints about matters that are more than three months old.

Some products and services sold by Age UK Local Trading Limited are regulated by the Financial Conduct Authority and a different complaints procedure applies. If a complaint is about one of these it should be directed to:

Age UK Local Trading Limited
48 Upper Parliament Street
Nottingham
NG1 4AG
Tel: 0115 841 4447

This procedure does not cover complaints made by Age UK Notts staff, volunteers and trustees who need to follow agreed grievance, disciplinary or other internal procedures.

Age UK Notts funders and contractors to Age UK Notts need to follow the procedures for complaints or disputes laid out in contracts, grants or other funding arrangements with Age UK Notts.

This procedure does not cover complaints made by other organisations, these should be directed to the Chief Executive of Age UK Notts who will then ensure they are dealt with appropriately.

Complaints about Age UK Notts:

If a complaint is about Age UK Notts then there are four stages that are available to try to resolve the problem. People making a complaint may wish to involve an advocate, friend or someone else to support them at any stage. If a sign language or community language interpreter is required, please let the person dealing with the complaint know and every reasonable effort will be made to provide one.

The four stages are:

1. Stage one (Informal)

1.1. Speak to the individual(s) concerned or their line manager who will try to resolve the complaint informally. The individual concerned is required to tell you their name and who their line manager is if you ask them. If the matter is of a serious nature you may wish to make a formal complaint using stage two of this procedure and miss out stage one.

2. Stage two (Formally registering a complaint)

If the complainant is not satisfied with the response received at stage one (informal) they should then use stage two of this procedure.

2.1. Outline the details of the complaint by letter, fax, email, or audio tape or by using the form at the end of this procedure and send it to:

The Chief Executive (CEO),
Age UK Nottingham & Nottinghamshire,
Bradbury House,
12 Shakespeare Street,
Nottingham
NG1 4FQ.

Fax: 0115 841 4460

E-mail: mick.tinkler@ageuknotts.org.uk

If the complaint is about the CEO then address it to the Chair of the Board of Trustees (marked private and confidential).

The complaint will be acknowledged, by letter, as soon as possible. The letter will contain the following information:

- ✓ Name, address and telephone number of the person who will investigate the complaint.
- ✓ The date the investigation will start

2.2. The person dealing with your complaint will keep the complainant informed of the progress of the investigation; every effort will be made to resolve the complaint as quickly as possible. A full written response to the complaint will be made by the person allocated to deal with the complaint. The response will include the following information:

- ✓ Details of the investigation
- ✓ A decision about whether the complaint was upheld or not

- ✓ The reason for the decision
- ✓ The redress, if appropriate, which will be offered to you e.g. an apology, additional help or directing to other sources of advice or support
- ✓ Any other action that may be taken in light of the complaint

3. Stage three (Appeal)

If the complainant is not satisfied with the response to the complaint then they should outline the reasons for dissatisfaction by letter, fax, email, or audio tape within seven working days of receiving it to the CEO (or the Chair of the Board of Trustees if it is about the CEO, marked private and confidential).

3.1. An Appeals Panel normally of three members, including at least one Trustee or non-Trustee member, will be convened to consider the appeal. The CEO or Chair will be responsible for ensuring the panel is appropriately representative. Panel membership will be restricted to people who have had no previous involvement in the complaint

3.2. Members of the Appeals Panel will:

- ✓ read through the necessary papers
- ✓ speak to relevant individuals involved with the complaint
- ✓ make a final decision

3.3. The chair of the Appeals Panel will write to the complainant, wherever possible within 28 working days of receiving the appeal, to confirm:

- ✓ the final decision about the complaint
- ✓ the reason for the decision
- ✓ the redress, if appropriate, which will be offered to you e.g. an apology, additional help or directing to other sources of advice or support
- ✓ any action that may be taken in light of the complaint
- ✓ details of any other body who may be able to assist you further

4. Review of the process

If, once the complaint have been through stages one to three of the procedure, the complainant is not satisfied that Age UK Notts has followed the process properly and dealt with the complaint fairly (e.g. by giving insufficient opportunity to represent views or ensuring that all the relevant people are involved in the investigation), then the complainant can outline the reasons for their dissatisfaction by letter, fax, email, or audio tape within 21 working days of receiving the Appeals Panel report to the CEO (or the Chair of the Board of Trustees if it is about the CEO) to request a review of the complaints handling

process, **NOT A FURTHER INVESTIGATION OF THE COMPLAINT.**

- 4.1. The CEO or the Chair will make arrangements for a review of the complaint-handling process, he or she will detail to the complainant how the review will be carried out.
- 4.2. The decision of the process review will be final. The CEO or Chair will communicate in writing, where ever possible, within 28 working days of receiving the appeal:
 - ✓ whether or not the procedure has been followed properly and fairly
 - ✓ the reason for the decision
 - ✓ the redress, if appropriate, which will be offered to you e.g. an apology, additional help or directing to other sources of advice or support
 - ✓ what action may be taken in light of the review
 - ✓ details of any other body who may be able to assist you further

5. Time limits

In circumstances where time limits cannot be met due to unforeseen circumstances, complainants will be notified in writing. The reasons for the delay with adjusted timescales will be supplied by the person responsible for handling the complaint.

6. Recording compliments

When compliments are received, they must be acknowledged in writing by the staff member receiving them within seven working days. Each senior manager within Age UK Notts will be responsible for ensuring a record of all compliments received about their Department is maintained in a format agreed by the CEO. The CEO's Office will be responsible for collating information about compliments, and furnishing the Board of Trustees on an annual basis with details of the totality of compliments received.

7. Recording complaints

Each senior manager within Age UK Notts will be responsible for ensuring a record of all complaints relevant to their Department is maintained in a format agreed by the CEO. These will be reviewed by the Management Team on a monthly basis. The CEO's Office will be responsible for collating information about complaints, and furnishing the Board of Trustees on an annual basis with details of the totality of complaints received, main reasons for complaints, outcomes and how any underlying problems have been resolved.

Related Policies:

Confidentiality Policy

Effectiveness, Efficiency and Quality Improvement Group Terms of Reference

Owner	Mick Tinkler	
Issue Number	Amendment & Date	Name
1.0	Agreed 18/4/07	Mick Tinkler
1.1	Re-branded 4th February 2011	Laura Page
1.2	Reviewed Mick Tinkler (01/01/13)	Mick Tinkler
1.3	Reviewed Mick Tinkler (20/12/13)	Mick Tinkler
1.4	Reviewed Mick Tinkler (15/12/14) –reduce time limit for complaints from 6 months to 3 months	Mick Tinkler



Complaint Form

Your Name

Your Address

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Service about which you wish to complain:

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Name of Age UK person you have been dealing with:

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Date that situation occurred

Details of complaint (continue on a separate sheet if necessary):