



Compliments and Complaints Procedure

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.

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 and/or our associated companies. 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.

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 Joint Chief Executives 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 Joint Chief Executives (CEO)
Age UK Nottingham & Nottinghamshire
The Sybil Levin Centre
577a Nuthall Road
Nottingham
NG8 6AD

E-mail: info@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 in writing, as soon as possible. The acknowledgement will contain the following information:

- ✓ Name, address, and telephone number of the person who will investigate the complaint, and
- ✓ 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 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 people, (including at least one Trustee, and at least one of the Joint CEOs) will be convened to consider the appeal. 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 Joint

CEOs(or the Chair of the Board of Trustees if it is about the Joint CEOs) to request a review of the complaints handling process. This review is not a further investigation of the complaint, but a review of how Age UK Notts managed the complaints process.

- 4.1. The Joint CEOs 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 Joint CEOs or Chair will communicate in writing, wherever 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 and complaints

All complaints received, including those resolved informally, should be copied to the Age UK Notts lead for Quality so that a record of all complaints can be maintained.

Related Policies:

Confidentiality Policy

Owner	Martyn Illingworth	
Issue No:	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
1.5	Reviewed 15/01/16	Mick Tinkler
1.6	Reviewed & change of owner – recording of complaints section amended and amalgamated with the recording of compliments section	Di Trinder
1.7	Reviewed 7/2/18 no amendments	Di Trinder
1.8	Reference to Age UK Local trading removed and associated companies inserted	Di Trinder
2.0	Reviewed email address for complaints amended	Di Trinder
2.1	Change of owner and minor amendments including registered address (30/06/22)	Sophie Cartazzo
2.2	Minor updates, and change of owner to Martyn Illingworth (16/01/2024)	Sophie Cartazzo
2.3	Minor amendments 22.01.2024	Martyn Illingworth



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):