

## Complaints Policy

Age UK Redbridge, Barking and Havering maintains a culture of continuous improvement at all levels of the organisation. Complaints are viewed as an opportunity to learn and improve for the future, as well as a chance to put things right for the individual or organisation that has made the complaint.

### Definition of a complaint

A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of Age UK Redbridge, Barking and Havering.

### Where complaints may come from

Complaints may come from beneficiaries of our services or their families/carers, funders, commissioners, members or any other individual or stakeholder involved with or affected by the organisation.

This policy does not cover complaints from staff who should use Age UK Redbridge, Barking and Havering's grievance procedure.

### Our policy is:

- ❖ To provide a complaints procedure which is fair and accessible
  - The beneficiaries of our services are directed to our guidance leaflet "Complaints, Compliments and Comments"
  - All other stakeholders should submit complaints in writing to:  
Chief Executive, Age UK Redbridge, Barking & Havering, 4<sup>th</sup> Floor, 103 Cranbrook Road, Ilford, IG1 4PU
- ❖ To publicise the existence of the policy and procedure so that people know how to contact us to make a complaint
- ❖ To make sure that everyone who works or volunteers for Age UK Redbridge, Barking and Havering knows what to do if they receive a complaint
- ❖ To ensure all complaints are fairly investigated in a timely manner
- ❖ To make sure complaints are, wherever possible, resolved and that relationships are repaired
- ❖ To gather information which helps us improve what we do:

- Where multiple complaints around the same or similar issues are received we will use an approach of corrective action to determine the root cause of the problem.
- Where a complaint presents an opportunity to learn, we will use our quality improvement plans to ensure improvements are widely adopted.

### **Confidentiality**

All complaint information will be handled sensitively, sharing information only with those who need to know and following any relevant Data Protection or Safeguarding requirement.

### **Responsibility**

The Board of Trustees has overall responsibility for this policy. A summary of complaints is reported annually to the Board of Trustees