

COMPLAINTS POLICY & PROCEDURE

Approved by: Board of Trustees

Date Approved: August 2025

Date to be reviewed: August 2027

At Age UK Richmond we try to give the very best service. Occasionally things can go wrong. We aim for most complaints to be dealt with informally to the satisfaction of the complainant. However, if this is not possible the following procedure is how a complaint will be investigated.

1. WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction about a service provided by Age UK Richmond, a member of staff, volunteer or sessional worker.

2. HOW DOES AGE UK RICHMOND'S COMPLAINT POLICY WORK?

Stage 1 – Informal

If you wish to make a complaint, you can speak first to a staff member from the relevant service. This may allow the issue to be resolved informally and satisfactorily.

Stage 2 – Formal

A formal complaint can be made in a variety of ways as shown in Section 5 below.

All complaints will be acknowledged in writing within five working days by the investigating officer. This will be a member of staff not directly involved with the complaint, such as the Service Manager. If the complaint is about the Service Manager, it will likely be investigated by the CEO.

On receipt of a complaint the Investigating Officer will contact the complainant to clarify the issues raised where necessary and make an appointment to meet them if required. Details of all contact and discussions with the complainant will be fully recorded.

The complainant will be given a copy of Age UK Richmond's Complaints Procedure and advised of what will happen next and in what time scales, or this will be explained verbally.

Age UK Richmond will write to the complainant within 30 days with a full outcome, or if a more detailed investigation is needed the complainant will be kept updated.

For a complaint against the Chief Executive, please see Section 3 below for the procedure.

For a complaint against a trustee, please see Section 4 below for the procedure.

Stage 3

If the complainant is unhappy with the action taken, appeal can be made to the CEO using the contact details below. Such an appeal should be made in writing and within 14 days of the receipt of the conclusion of Stage 1.

The CEO will examine the appeal thoroughly and review the actions taken to date.

A reply will be received within 30 days from the date of the appeal being received by the CEO, and this will be considered the final decision.

3. COMPLAINTS AGAINST THE CHIEF EXECUTIVE

If a complaint is against the Chief Executive, the procedure below can be followed:

1. Complaint can be made via the methods in section 5 below, however addressed in communication as 'Confidential – to the Chair of the Finance & General Purposes Committee.
2. The Chair of the Committee will acknowledge complaint within 5 working days.
3. The Chair of the Committee will inform the Chair of the Trustees.
4. A full reply will be made available within 25 days of complaint being received, or if a more detailed investigation is needed a progress report will be sent.
5. Appeal can be made in writing to the Chair of Trustees. The decision of this appeal is final.

4. COMPLAINTS AGAINST A TRUSTEE

If a complaint is against a Trustee, the procedure below can be followed:

1. Complaint can be made via the methods in section 5 below, however addressed in communication as 'Confidential – to the Chair of the Board of Trustees'.
2. The Chair of the Board of Trustees will acknowledge complaint within 5 working days.
3. A full reply will be made available within 25 days of your complaint, or if a more detailed investigation is needed a progress report will be sent.

If a complaint is against the Chair of the Board of Trustees, the same process should be followed except communication should be to the 'Chair of the Governance Committee'.

5. HOW CAN A FORMAL COMPLAINT BE MADE

You can make a complaint in the following ways, marking it as private and confidential:

In writing

Age UK Richmond, The White House Community Centre, 45 The Avenue, Hampton, TW12 3RN

By email

info@ageukrichmond.org.uk



6. TIME LIMIT ON COMPLAINTS

Age UK Richmond will look to investigate any complaints received. Complaints should be made as soon as possible however, and Age UK Richmond may not be able to investigate complaints that are not made within 6 months on the incident.