

## **COMPLAINTS POLICY & PROCEDURE**

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 or a member of staff, volunteer or sessional worker.

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

#### **Stage 1**

You can make a complaint in a variety of ways:

- In person at Age UK Richmond offices
- By telephone
- Letter or email to the Chief Executive

All complaints will be acknowledged in writing by the Chief Executive or Deputy within five working days.

On receipt of a complaint the Chief Executive or Deputy 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.

Age UK Richmond will write to you within twenty-five days with a full reply, or if a more detailed investigation is needed a progress report will be sent to you.

If your complaint is against the Chief Executive, please see Section 3 below for the procedure.

If your complaint is against a trustee please see Section 4 below for the procedure.

#### **Stage 2**

If you are still unhappy with the action we have taken, you can appeal and have your complaint referred to the Chair of the Board of Trustees. Such appeal should be made in writing, (by the variety of ways referred to at Stage 1) within 7 days of your receipt of the Chief Executive's or Deputy's full reply. The Chair of the Board of Trustees and a Trustee will examine your appeal thoroughly and review the actions taken to date.

The Chair of the Board of Trustees will reply to you in writing explaining either what further action is being taken or that no further action is appropriate. You

will receive a reply within twenty-five days from the date of the referral of your appeal to the Chair or, if this is not possible, an estimate of how long it will take to complete the review will be sent to you.

### **3. COMPLAINTS AGAINST THE CHIEF EXECUTIVE**

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

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

### **4. COMPLAINTS AGAINST A TRUSTEE**

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

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

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

### **5. HOW DO I MAKE A COMPLAINT?**

You can make a complaint in the following ways:

In person to Age UK Richmond

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

In writing to Age UK Richmond

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

Online

Email [info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk)

Telephone

By contacting Age UK Richmond on 02088783625