



COMPLAINTS PROCEDURE

Your right to suggest, comment and complain

Age UK Richmond upon Thames provides a range of services for the older person and their carers/relatives. We aim to offer services of a high standard, but we do recognise that occasionally things can go wrong. We need you to let us know if there are any complaints or problems. We also welcome any comments or suggestions on how to improve our services.

DO NOT BE AFRAID TO COMPLAIN

People are often reluctant to complain fearing reprisals

PLEASE DO NOT BE

Our staff welcome feedback and understand that suggestions and complaints are a key feature in our effort to provide quality services.

Suggestions, Comments and Complaints Procedure

This leaflet is an outline of Age UK Richmond upon Thames' procedure.

Age UK Richmond upon Thames has an Equal Opportunities Policy which applies to all staff and volunteers in the organisation. The organisation believes in mutual respect and will not tolerate discriminatory or abusive behaviour by its staff or volunteers and likewise reserves the right to withdraw services because of discriminatory or abusive behaviour by users of our services.

Suggestions and Comments

If you have a comment or suggestion you wish to make about our services, you or someone acting on your behalf should:

1. Talk to any volunteer or staff member in person or by telephone - they will record your comment and suggestion and pass it on to the Chief Officer

Note: If the complaint relates to the Chief Officer, the complaint will be dealt with by a nominated member of the Board and/or the Chair of the Board

OR

2. Write a letter to the Chief Officer at Age UK Richmond upon Thames, Suite 301, 3rd Floor, Parkway House, Sheen Lane, East Sheen, London SW14 8LS or send an email to info@ageukrichmond.org.uk

Complaints

When things go wrong

Stage 1:

If you wish to discuss a problem regarding any of our services, you or someone acting on your behalf should:

1. contact the person you normally deal with

OR

2. their Manager

OR

3. if you are not sure who to speak to ask for the Chief Officer.

We will listen and try to explain/resolve the problem at this stage or at the latest within five working days from the first point of contact.

Stage 2:

If you are not satisfied with the outcome of Stage 1 or feel you would like to make a formal complaint, you or someone acting on your behalf should:

1. complete a Complaints Form (available on request from Age UK Richmond upon Thames' offices)

OR

2. write a letter and send it by post to the Chief Officer, **Age UK Richmond upon Thames, Suite 301, 3rd Floor, Parkway House, Sheen Lane, East Sheen, London SW14 8LS** or email to **info@ageukrichmond.org.uk**

In either case you should receive a letter or email of acknowledgement within five working days. Please give us as much detail as possible and we will contact you if we need more information.

Investigating a Complaint

The relevant line manager or Chief Officer will deal with your complaint as quickly as possible.

When following up your complaint it may be necessary for us to arrange to see you. If you wish, a friend, relative or advocate of your choice can also be present.

We will write to you with the outcome of your complaint within 28 days of your letter reaching us and you will be notified if there is a delay within that 28-day period.

Stage 3: Review Panel

If after Stage 2 you still do not feel your complaint has been dealt with satisfactorily, you have 28 days in which to request a formal review. Please write to the Chief Officer with the details.

Your appeal will be heard by a Review Panel, which is made up of 3 or 4 people: the Chief Officer, one or two members of the Board of Age UK Richmond upon Thames and one independent person.

Their role will be to:

1. look at all the facts;
2. make a recommendation regarding the decision;
3. inform you in writing of the above.

Address: Age UK Richmond upon Thames, Suite 301, 3rd Floor,
Parkway House, Sheen Lane, East Sheen, London SW14
8LS

Telephone: 02088783625

Email: info@ageukrichmond.org.uk

Records

Records of complaints will be kept for no longer than is necessary for the complaint to be dealt with, up to a maximum of two years. However if more time is needed to deal with the complaint, a request will be made to keep records for longer.

How complaints will be used to improve service

Age UK Richmond will take all complaints seriously, and all complaints will be reviewed quarterly by our Senior Management Team. The Senior Management Team will discuss what lessons can be learnt and what changes need to be made.



Complaints Procedure

Customer Satisfaction Form

Age UK Richmond upon Thames monitors its complaints procedure to see whether any improvements are required. We would be grateful if you would take a few minutes of your time to complete and return this form in the pre-paid envelope provided

1. Please tick one of the boxes below to let us know your views on the way your complaint has been dealt with:

A
Very
satisfied

B
Satisfied

C
Not very
satisfied

D
Completely
dissatisfied

2. If you have ticked either C or D, one of the boxes listed below may suggest why you are dissatisfied. Please tick the relevant box.

A
Too slow

B
Unhelpful
staff/volunteers

C
Did not solve problem

3. If you have any other reason for being unhappy can you please specify.

4. Have you any suggestions how Age UK Richmond upon Thames could satisfy your complaint?

Equal Opportunities

As an Equal Opportunities organisation it would be helpful, in order to monitor the effectiveness of the Complaints Procedure, if you could provide us with the following information. Any information given will be treated in strict confidence.

I would describe myself as being of the following ethnic origin:

White Black Indian Chinese
Caribbean

Black Pakistani Other (please specify)
African

Black Bangladeshi Other (please specify)

Do you consider yourself a person with any disabilities?

Yes No

Are you: Male Female

If you wish please write anything about yourself, which you feel may be relevant to this complaint

Thank you for taking the time to complete this form



Complaints Form

Use this form to register a complaint. Please write clearly using BLACK INK or TYPE, as this form will be photocopied.

Personal Details

Full Name:

Address:

Tel No:

Email address:

Have you already spoken to someone in Age UK Richmond upon Thames about this? If so, who was it and when?

Please tell us in as much detail as possible about your complaint indicating service used and member of staff dealt with. Use extra sheets of paper if necessary.

What do you think Age UK Richmond upon Thames should do to put things right?