

Comments, Compliments & Complaints Procedures

Age UK Tameside and all its staff and volunteers aim to provide information, services and support in a friendly and effective way, and we always welcome your feedback on how we are doing. Our Comments, Compliments and Complaints Procedure helps us to deal with all the correspondence that we receive from our users in a consistent way, to identify areas in which new policies and initiatives might be developed and to improve the overall quality of our service and support. It also gives us the opportunity to record all areas of the work we do. The Procedure is intended to be easy to use, fair and straightforward in order that no-one is deterred from contacting us.

Who can Comment, Compliment or Complain?

The procedure can be used by any person or organisation to make a comment, compliment or complaint about Age UK Tameside, its services, staff or volunteers.

What can the Comment, Compliment or Complaint be about?

- Any aspect of our work.
- Any activity undertaken.
- Any service we provide.
- The conduct of our people.

How to make a Comment, Compliment or Complaint

We have supplied an easy to use form (Comments, Compliments & Complaints Form) that can be completed by you or someone representing you.

How we respond to a Comment, Compliment or Complaint

We will always respond to your comment, compliment or complaint and aim to do this within 3 working days of receipt. If you are contacting us about a comment or compliment we will ask your permission to share this within the organisation and with others to help our development. However, if you are contacting us with a complaint we always will deal with this in a confidential and sensitive way and our procedure for this is outlined below.

Responding to Complaints

Informal Process: It is hoped that in most cases your complaint can be dealt with in an informal way. If you complain in writing we will acknowledge it within 3 working days of receipt, and pass it on to the most appropriate person who will be responsible for making contact with you.

Formal Process: If you are unhappy with the outcome of the informal process or the matter is more serious and you wish to make a formal complaint, then complete the form that accompanies this leaflet and send it, marked 'Confidential' to the Chief Executive at the address on the leaflet. (Except where the complaint directly concerns the Chief Executive, in which case you should write to the Chair of the Board of Trustees, at the same address marked 'private and confidential / to be opened by the addressee only').

Review/Appeal: If you feel your formal complaint has not been resolved to your satisfaction you may ask for a review within 10 days. The request for a review must be in writing and addressed to the Chair of the Board of Trustees. A panel appointed by the Chair of the Board of Trustees (which may include an independent person) will meet within 30 working days of receipt to review the investigation of your complaint. The Chair of the Board of Trustees will normally write to you within a further 10 working days.

The decision of the appeal panel is final and there is no further right of appeal.