

AGE UK TRAFFORD

Controlled Document

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Owner (Responsibility) (CEO)	Ann Marie Jones
Pass amendments to:	Ann Marie Jones
Revision History	See Final page
Document Location	server/CQS/listening and learning

Document Description

This document outlines our policy regarding these items and the processes for how Age UK Trafford manages them.

Implementation and Quality Assurance

Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.

The Policy will be reviewed three yearly by the Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.

All aspects of this Policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy please contact Ann Marie Jones, annmarie.jones@ageuktrafford.org.uk or at Age UK Trafford, Sharples Building, 1-3 Church Road, Urmston, M41 9EH

Complaints Policy

Introduction

Age UK Trafford aims to provide high quality services and to be responsive to the wants and needs of service users.

Service users, their families, carers and advocates and those who have requested or been referred for a service have the right to raise concerns, objections or make complaints about the services and responses they receive from the Charity. All concerns and complaints from service users or others will be taken seriously, listened to carefully, investigated fully where necessary, and responded to with respect and courtesy.

Purpose

The purpose of this policy is to:

- enable service users to comment on weaknesses and to let the Charity know about things that have gone wrong or cause concern
- improve the quality of services by taking notice of the views of people affected by the services, building on what is good and changing what needs improving
- ensure that the Charity takes users' views seriously and will follow up any problems that they bring forward
- protect the interests of individual clients

Complaints Procedure

- enable users, potential users and carers to challenge decisions
- protect staff and enable them to deal with complaints consistently.

Procedure

From time to time, the organisation may receive a complaint regarding the inadequacy of some aspects of its service, or someone may feel aggrieved at the way they have been treated.

Every endeavour should be made to resolve the matter informally, in a calm, caring and courteous manner. If the Chief Executive, or the Finance & Personnel Manager, is in the building at the time, it may be helpful to refer the matter on to them, so that they can try to resolve it.

Complaints are important and are usually indicative that there is something that needs to be set right. Even if the particular incident does seem to have been resolved, still speak to the appropriate senior member of staff about it. It may be that we need to change our systems, improve training, or alter our practice. Complaints help to identify where improvements can and need to be made.

In some cases, individuals may feel so aggrieved that they want to lodge a formal written complaint. All such written complaints must be forwarded to the Chief Executive, so that an appropriate action can be taken. In the event the complaint is about the Chief Executive, it should be addressed to the Chair of the Board of Trustees.

On receipt of a written complaint, the Chief Executive, or in his/her absence the Finance & Personnel Manager or the Chair of the Board of Trustees shall send a written acknowledgement to the complainant within 5 working days explaining what action is being taken to investigate the complaint.

The Chief Executive, or in his/her absence the Finance & Personnel Manager or the Chair of the Board of Trustees will promptly initiate a full and fair investigation of the complaint. This may involve follow up enquiries with the complainant and with the person complained against. Every attempt will be made to achieve a full and balanced picture, so that appropriate action can be taken. Should the matter be one, which would seem to merit the initiation of disciplinary proceedings, the process to be followed will be as set down in the Terms and Conditions of Service for Age UK Trafford staff, including volunteers and trustees.

At the end of the investigation, and within 28 days of receiving the complaint, the Chief Executive or Chair shall write again to the complainant informing them of any action taken, and the right of further appeal. If the initial complaint was dealt with by the Chief Executive, then the appeal will be dealt with by the Chair, if the Chair dealt with the initial complaint, the appeal will be dealt with by a panel of trustees which does not include the Chair.

The Chair/Panel will undertake a further review of the complaint, and within 28 days, will send a written response to the complainant. This concludes the investigation process and there is no facility for any further appeal. A record will be kept of the information gathered and decision made. This information will be used to review any policies or procedures that might be deemed necessary once the complaint has reached its conclusion.

Complaints Procedure

This does not affect the complainant's statutory right to seek independent legal advice in the case of financial loss or personal injury.

Revision History

Revision date	Summary of Changes	Other Comments
Apr-May 2017	Redrafting reading for Board approval	
25 May 2017	Approved by Board of Trustees	
Feb/Mar 2022	Board review	
15 March 2022	Approved by Board	