

Title	Complaints
Policy Number	POLGEN 0022
Issue Date	September 2017
Reviewed Date	September 2026
Review Period	Two years
Origin	Chief Officer
Aim	This policy sets out how we manage concerns and complaints raised about our services, staff, volunteers, or governance.
Objectives	The policy outlines the principles we will follow when managing complaints and the action we will take to seek an appropriate resolution.

Age Cymru West Glamorgan is committed to continuous improvement and values feedback from its clients, staff, volunteers and stakeholders. Any issue or complaint raised with us will be taken seriously.

For the purpose of this policy, a complaint is an expression of dissatisfaction about an action taken, a lack of action, or the standard of service provided by Age Cymru West Glamorgan, its staff, volunteers or those acting on its behalf.

We have a four stage complaints procedure.

At every stage we will: -

- Recognise the complaint being made
- Respect this point of view
- Review the actions that led to the complaint
- React to the evidence found - wherever possible finding solutions to improve the service
- Respond to the complainant
- Seek a resolution to the complaint

Complaints will be considered fairly and impartially. Wherever possible, those responsible for investigating or reviewing a complaint will not have been directly involved in the matters complained about.

We will aim to ensure that our complaints process is accessible and will make reasonable adjustments or provide appropriate support where required to enable people to raise a complaint.

Complaints will be handled sensitively, and information will only be shared where necessary to investigate, respond to or oversee the complaint, or where disclosure is otherwise required.

We will ensure details of how to raise a complaint are outlined on our website, with the Complaints Policy and Procedure made available upon request.

Where a concern raised through the complaints process falls more appropriately under another Age Cymru West Glamorgan policy or procedure, such as Safeguarding, Whistleblowing or the Staff Grievance Procedure, it will be managed under the appropriate process.

Where a complaint relates to the governance or administration of the charity and falls within the regulatory remit of the Charity Commission, the complainant may raise their concerns with the Commission.

We recognise that different people have different experiences, and we must respect this. We know that there is always room for improvement.

We do not view a complaint as a threat but as a valuable opportunity to reflect, review and react. We actively encourage our clients, staff, volunteers and stakeholders to tell us when they think we have got something wrong, and we value their views.

We keep a register of complaints, which is regularly reviewed at an operational level to monitor complaints, outcomes, trends and learning. The Board of Trustees reviews complaints at least quarterly.

When we get it wrong, we apologise and take responsibility. We focus on understanding what happened, putting things right where possible, learning from the complaint and taking appropriate action to reduce the risk of it happening again.

We want people to feel confident in raising concerns and complaints and to know that their views will be heard and taken seriously.

We believe that most complaints can be investigated thoroughly and resolved within the first three stages of our complaint's procedure.

Stage 4 provides a further review in exceptional circumstances and will be managed in accordance with the Complaints Procedure.

To ensure fairness, if a complaint is raised against a manager this will be dealt with by the Chief Officer.

If a complaint is raised against the Chief Officer, this will be managed by the Board of Trustees.

Where a complaint involves the Chair, or another person who would ordinarily have responsibility for considering the complaint, alternative arrangements will be made to ensure that it is considered by an appropriate person who is not directly involved.