

Title	Complaints
Policy Number	POLGEN 0022
Issue Date	September 2017
Reviewed Date	February 2022
Review Period	Two years
Origin	Chief Officer
Aim	This policy sets how we manage concerns raised about our services, staff, volunteers, or governance.
Objectives	The policy will outline how we will manage the concern and the action we will take to resolve it.

Age Cymru West Glamorgan is committed to continuous improvement as such it values feedback from its clients, its staff, volunteers, and stakeholders. Any issue raised with us is taken seriously.

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 resolve to the complaint

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.

If a complaint is received about the Board of Trustees that can't be resolved by the Chair, the complainant can seek advice from the Charity 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 a valuable opportunity to reflect, review and react. We actively encourage our clients, staff, volunteers and stakeholders to tell us when we they think we get it wrong, and we value their opinion.

We keep a register of complaints, and we actively monitor these at an operational level on a weekly and monthly basis. The Board of Trustees review these at least quarterly.

When we get it wrong, we apologise, we do not apportion blame but take responsibility where procedures fail, and we take action to reduce risk.

The right to complain is a civil right and we want to hear people's voices.

We believe that most complaints can be investigated thoroughly and resolved within the first 3 stages of our complaint's procedure.

Stage 4 of the complaint's procedure will only be used in exceptional circumstances and its use is at the discretion of the Chair/Vice Chair.

The complainant can request a Stage 4 complaints panel by writing to the Chair of the Board of Trustees, outlining the reasons why they feel the previous stages did not resolve their complaint and/or if they feel the complaint process was not managed in accordance with our policy/procedures.

Age Cymru West Glamorgan does not have the resources to hold a panel for every complaint.

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.