

Title	Complaints
Policy Number	POLGEN 0022
Issue Date	September 2017
Reviewed Date	
Review Period	Two years
Origin	CEO
Aim	This policy sets out the culture of ACWG about how we manage concerns raised about our services, staff, volunteers or governance.
Objectives	The policy will set out the way we will manage the concern and how 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 three stage complaints procedure. All complaints (and we view any concern raised with us as a complaint) are heard by the relevant service manager, if the complaint regards the governance of the Charity then the Chair will hear the complaint.

The manager or Chair will:-

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

If at this stage we are not able to resolve the complaint we will ask the complainant to put their complaint in writing. We will then ask the Chief Officer to investigate and following the same steps as above.

If the Chief Officer is not able to resolve the complaint at this stage a panel made up of members of the Board of Trustees will hear the complaint and again follow the above steps to try to resolve the issue.

If a complaint is received about the Board of Trustees that can't be resolved by the Chair, the complainant can seek advice from Age Cymru.

We recognise that different people have different experiences of services 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 compliments and we actively monitor outcomes with our clients.

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

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