



COMMENTS AND COMPLAINTS POLICY

Comments & Compliments

We are, of course, pleased to hear from users of our services about aspects of our work with which they are satisfied. They should be encouraged to let us know how they feel about the support, services or activities that we have been able to offer them.

The Comments & Complaints poster must be displayed at all venues and the comments form should be freely available. Contact by letter, telephone or in person is equally welcome. The views that they express will be appreciated and listened to.

1. Complaints

It is also acknowledged that, despite our best efforts to maintain consistently high standards, occasions may arise when people feel the need to express dissatisfaction. There may be a time when they wish to make a complaint about a service we provide. If there is room for improvement we need to know in order to put matters right.

In order to do this we have a Complaints Procedure, which is followed by everyone who works for us. This procedure is designed to ensure that any complaint is dealt with fairly and thoroughly.

In the case of a complaint about an insurance or related product that is subject to regulation by the Financial Conduct Authority, the complaint will be passed to the Complaints Team at Age UK Enterprises and dealt with in accordance with the approved process.

2. Complaints about the standard of care provided by Age UK Wirral

Individuals wishing to make a complaint about the standard of care that Age UK Wirral is providing should be provided with the organisation's Comments and Complaints Policy, and also informed that they can, if they wish, contact Wirral Council Department of Social Services (0151 606 2006) or the Care Quality Commission (03000 616161).

3. Related Policies

Rights of Service Users

4. Review

This Policy will be reviewed every 2 years unless circumstances require earlier attention.

Updated April 2016

Date of review – April 2018

The existence and content of this policy and any subsequent revisions will be brought to the attention of all staff and volunteers through induction processes, staff and volunteer handbooks and routine departmental communications, and will be available in both paper form and on the Age UK Wirral intranet.

AGE UK WIRRAL

COMPLAINTS PROCEDURE

1. Informal Complaint

Many misunderstandings or differences can be sorted out by discussing them with the volunteer or member of staff in charge at the time and place that the complaint arises. Should the matter not be resolved immediately, it should be brought to the attention of the Manager responsible for that area of work within the organisation. Current responsibilities and relevant contact details are attached at Appendix 1. In the case of a complaint against an individual, the matter should be referred to their Line Manager.

The relevant staff member will seek to resolve the situation as soon as possible, but at a maximum, within 5 working days. If the difficulties remain unresolved, then the next step is a formal complaint.

Even if resolved, informal verbal complaints will be recorded for monitoring purposes, as the organisation would wish to learn from any situation that has been less than satisfactory. The Complaint Record sheet, which should be used for all complaints, is attached at Appendix 1.

2. Formal Complaint

At this stage, complaints should be put in writing to the Senior Manager of the relevant Department, who will acknowledge its receipt within 5 working days. He or she will investigate the full circumstances of the complaint, in particular speaking to any member of staff, volunteer or other person who may have been involved and, if appropriate, contacting you for clarification. When the investigation has been concluded, the Senior Manager will write to inform the complainant of the outcome. Normally this will be within 15 working days: if this is not possible a progress report must be sent.

A full report of all complaints and of the response made must be sent to the Chief Executive for information.

Should the complaint relate to a member of staff or volunteer who is registered with a professional or regulatory body, (e.g. Nursing & Midwifery Council, British Association of Counselling & Psychotherapy), and there is a question of contravention of any professional code of conduct, consideration will be given to reporting the issue for a decision on their continued registration and fitness to practice.

Any complaint in relation to an FCA regulated product must be referred immediately to the Trading Supervisor who will ensure that it is dealt with in compliance with FCA procedures. Any individual wishing to complain about the standard care that Age UK Wirral is providing should also be informed that they may, if they wish, contact Wirral Council Department of Adult Social Services and the Care Quality Commission.

Any complaint against the Chief Executive should be addressed to the Chair of Trustees.

3. Review

If the complainant is not happy with the way in which his / her complaint has been handled, he / she should write to the Chief Executive, who will review the complaint record and invite the complainant to a meeting to discuss their concerns. At any stage in the procedure, the complainant is welcome to be accompanied by a friend or relative for support.

Once the complaint has been discussed, the Chief Executive will decide what action needs to be taken and will convey the decision to the complainant in writing.

Appendix 1

AGE UK WIRRAL

Comments & Complaints Procedure

Any comments or complaints received should be referred to the Manager responsible for that area of activity as shown below:

Service / Activity	Manager Responsible
Information & Advice / Welfare Benefits	Pat Lloyd, Information & Advice Manager Tel: 0151 482 3456
Residential Care Day Care Home Support	Chriss Kenny, Head of Care Services/Nominated Individual Tel: 0151 653 4404
Friends in Action Home from Hospital Carer Support	Ray Collings, Head of Isolation & Loneliness Services Tel: 0151 653 4404
Charity Shops Fundraising Catering	Malcolm Mottershead, Head of Business Tel: 0151 649 1760
Active Age Lunch Clubs Volunteering Transport	Barbara Cook, Head of Health & Wellbeing Tel: 0151 482 3456
Reception Administration	Sue Sanford, PA to the Chief Executive Tel: 0151 653 4404

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COMPLAINT NO:

RECORD OF COMPLAINT

Name	
Address	
Telephone No.	
Date of complaint	
Dealt with by	

Details of complaint

Action Taken

COMMENTS AND COMPLAINTS GUIDELINES FOR STAFF AND VOLUNTEERS

These guidelines are intended to explain the way in which the Comments and Complaints Policy works. These guidelines do not substitute the policy itself.

1. General

Age UK Wirral accepts that we will not always get things right from the perspective of our service users and that there will be occasions where we make mistakes. On these occasions our primary concern is that we learn from any mistakes and do our best to rectify the situation in the future. Age UK Wirral encourages comments about its services, as this enables improvements to be made where necessary.

The Comments and Complaints Policy is for use by members of the public, including our service users and customers. A separate Grievance Policy exists for use by staff and volunteers, and mechanisms for them to put forward their suggestions and comments are being developed.

All members of staff and volunteers are expected to have read and understood the Comments and Complaints Policy, and must be familiar with the stages of the process.

Comments and complaints may be made verbally (in person or by telephone), by fax, by letter or by email. Irrespective of the way in which a comment is made the Comments and Complaints Policy should apply.

A copy of the Comments and Complaints Poster should be on display in every venue from which Age UK Wirral operates a service or activity. The Comments and Complaints Leaflet should be made available to every new service user and customer, and full copy of the Policy should be given to any individual who requests it.

2. Complaints

We often work with people who may have complex needs and who may share very sensitive information about their lives with us: we must take care to ensure that any expression of dissatisfaction is treated seriously, regardless of whether or not the individual noting the comment sees it as such.

All complaints must be recorded on a Complaints Form as soon as they are received. A copy of this form must be forwarded to Sue Sanford (PA to the Chief Executive) as soon as possible after the incident, who will number each form upon its receipt at Headquarters. Forms should make clear any action (response) that has already been taken, and any action that needs to be taken. Where correspondence has been issued or received, copies should be attached to the Complaints Form.

Care should be taken to record the complaint in the way in which the service user or customer perceives it and not as the member of staff or volunteer to whom the complaint is being made perceives the situation. During the consideration of a complaint all persons concerned will be given an opportunity to put forward their point of view.

3. Comments & Compliments

It is equally important to record positive comments and compliments, as evidence of service users' satisfaction is often required by funders. Positive comments and ideas will also help to inform the development of our services and help us to remain responsive to the needs and wishes of our clients.