

## Complaints Policy and Customer Feedback Policy.

### 1. Purpose

- 1.1 Age UK Wolverhampton (AUKW) is committed to a high standard of service. However, it is accepted that service users may have complaints, and there may also be times when an issue raised requires attention AUKW takes such complaints seriously and will deal with them without recrimination and in a confidential manner. AUKW is committed to continually improving our standards and constructively handling any complaint, taking any reasonable action to ensure that similar situations do not occur in the future.

### 2. Principles

- 2.1 AUKW aims to provide high quality services to meet the requirements and needs of the older people in the City of Wolverhampton.
- 2.2 In order to meet these requirements our service users must have confidence in our ability to deliver them and we need to be responsive to the views of the people we are here to help.
- 2.3 Our complaints policy is designed to protect the people our charity exists to provide services for, to help us assess and review the way in which our services are planned and delivered, and to ensure complaints are handled efficiently and fairly.
- 2.4 A complaint under this system is defined as **the expression of concern or dissatisfaction with a service or product provided by Age UK Wolverhampton.**
- 2.5 The Complaints procedure is intended to resolve issues arising from a complaint as quickly and efficiently as possible to the satisfaction of both the complainant and the organisation.
- 2.6 All staff, volunteers and Trustees are expected to appraise themselves of the policy and procedures to follow in order to deal with initial comments, concerns and complaints.
- 2.7 AUKW's leaflet which outlines the complaints procedure, available at our offices and on request from staff and/or volunteers.

### 3. Informal Procedure

- 3.1 If the matter relates to a 'service department' it should be discussed with the relevant manager/overseer. This may mean reporting it directly to the Chief Officer

### 4. Informal Complaint resolution

- 4.1 AUKW hopes that most complaints will be resolved informally and or by applying a corrective/preventative solution or an explanation of what has happened and why any further action is not appropriate. This may include discussion with the personnel responsible for the service area.
- 4.2 If this is not possible, contact should be made with the appropriate person at Age UK Wolverhampton (see contact details below).

4.3 In most cases a personal response to the complaint, by staff, may be adequate. But if appropriate or where requested, a written response (by email or letter) may be provided.

4.4 All complaints will be addressed only to the Chief Office by the following means:

By Post:	Email/Phone
Age UK Wolverhampton The Workspace All Saints Road Wolverhampton WV2 1EL	<a href="mailto:mail@agewolverhampton.co.uk">mail@agewolverhampton.co.uk</a> 01902 572060

4.5 In order that AUKW can resolve complaints as quickly as possible, staff can be contacted by telephone to discuss any issues/concerns.

4.6 If having followed the informal route the complainant believes that their concerns have not been properly addressed or where the complaint is particularly serious or confidential then the formal procedure set out below should be followed.

## 5. Formal Procedure

5.1 A complaint should be raised by the individual, a person who has their Power of Attorney, a carer, or group rather than by any third party. Where in exceptional circumstances, a service user wishes to raise a complaint through a third party, AUKW will require a signed written statement to that effect from the complainant.

5.2 AUKW will not accept anonymous complaints as the formal procedure provides for an independent investigation of the substance of any complaints, where the complainant will be protected by AUKW from any recrimination or victimisation.

5.3 The complaint should normally be set down in writing on the formal complaints form (letter or e-mail) and should be addressed to the Chief Officer.

5.4 If the complaint relates to the Chief Officer then it should be addressed to the Chair of the Board of Trustees.

5.5 Where possible, a complaint is acknowledged, in writing, within 5 working days.

5.6 A full written response will follow within 20 working days. This length of time may be necessary to enable us to investigate the matter -and may take longer during holiday periods.

5.7 The complainant will be notified of any delay in responding and a likely response date given.

5.8 If after this stage the complaint has not been resolved to the complainant's satisfaction, a notification of an unsatisfactory response should be sent to the Chief Officer within 3 weeks.

5.9 The Board of Trustees will nominate a panel of 2 Trustees to preside over the complaint and will investigate it fully in order to resolve it to the satisfaction of both the complainant and AUKW. The Chief Officer will attend to support and inform the panel (and note take).

- 5.10 If necessary the Chief Officer and Panel Member(s) will arrange a meeting with the complainant to fully explore the complaint. The complainant may be accompanied at this stage of the process by a person of their choice. Any staff/volunteer members who are the subject of the complaint will also have the opportunity to present their account to the panel.
- 5.11 Following its consideration of the complaint, the Board Panel will either uphold the complaint in whole or in part, make recommendations for any remedies to be applied or dismiss the complaint.
- 5.12 A full report will then be sent to the complainant within 20 working days, any delay in this timescale will be notified with a likely date of completion given.

Chief Officer and/or the Chair of the Board of Trustees can be contacted in writing at the following address:

Age UK Wolverhampton  
The Workspace  
All Saints Road  
Wolverhampton  
WV2 1EL  
[mail@ageukwolverhampton.co.uk](mailto:mail@ageukwolverhampton.co.uk)  
Telephone 01902 572060

## **6. Complaints received via Age UK London**

- 6.1 Occasionally, complaints are received by Age UK London which relate to issues relating to Age UK Wolverhampton. Age UK Wolverhampton is an independent charity but is in a brand partnership with Age UK London alongside around 130 other age UK's in England. We aim to fully co-operate with complaints brought to our attention by Age UK London and will respond to feedback accordingly once our local process has been exhausted. For the purposes of this complaints policy, Age UK London does not constitute a higher authority as dealing with complaints is a matter for Age UK Wolverhampton and its Board

## **7. Customer Feedback**

- 7.1 AUKW encourages service users to make suggestions about how a service operates, how effective they find it and any improvements they would like to suggest.
- 7.2 A simplified "customer feedback card", has been produced for this purpose
- 7.3 Any feedback information submitted via any method will be considered by the Chief Officer and reported to the Board of Trustees in relation to any service development/improvement as well as feedback to staff and volunteers.
- 7.4 Feedback on services is undertaken regularly as this informs service monitoring/development and is also used by AUKW in bids for funding. Service users will be selected in accordance with AUKW's privacy notice and randomised as far as possible.
- 7.5 The Chief Officer will review the results and actions or any customer feedback to ensure appropriate action is taken and that where relevant this is reported to the Board of Trustees (for example board Planning events)

Updated post relocation (Oct 2019)