

Policy Title	Complaints Policy
Approval Date	13/10/25
Review date	12/10/26
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Relevant Legislation	

1) Policy Statement

Age UK Wyvern is committed to offering high standards of service and care to our clients, their families and carers, our retail customers, volunteers, supporters and donors. The organisation invites complaints and/or comments and suggestions of a positive nature from anyone who has contact with the organisation

We value the feedback received from all our stakeholders as an essential part of our continuous improvement process. We are committed to ensuring that feedback is acted on promptly, and we use it to make improvements across all areas of service delivery and retail operation.

Age UK Wyvern is committed to providing training and support for all its staff and volunteers in order to maintain and continuously improve upon our standards of service.

2) Policy Scope

This policy is applicable to all aspects of service and retail delivery. This policy applies to all employees and volunteers working for Age UK Wyvern.

3) Policy Principles

Age UK Wyvern believe that continuous improvement is critical to the success of our organisation. We value feedback and aim to resolve concerns and complaints quickly and efficiently using our Informal Complaints Resolution process (see appendix A) in the first instance. Complaints that require a more in-depth investigation can be escalated to our Formal Complaints Resolution Process (see appendix B) and should they still not be resolved, complainants offered the right to appeal against the outcome of the complaint (see appendix C).

Informal Complaints Resolution

Informal complaints received in person or over the phone should be dealt with immediately. For complaints received either by email or letter, the complainant should be contacted within 3 working days. In both scenarios there should be an attempt to resolve concerns through listening and offering solutions.

Formal Complaints Resolution

Should the informal resolution not conclude the complaint, the complaint should be escalated to the Formal Complaints Resolution Process. Complainants should be contacted within 5 working days to discuss the detail of their complaint and receive the outcome of any necessary investigation within 28 working days.

Appeals Process

On receiving the outcome of the formal complaint investigation, complainants will be informed of their right to appeal. Appeals must be made in writing within 5 working days addressed to the Chief Executive Officer (CEO). Appeals made on the basis of disagreeing with the outcome of the formal complaints resolution process, must detail where there has been a flaw in the process or where there is new information to support the complaint.

If the CEO has been involved in the formal resolution process or is subject to the complaint, then appeals will be handled by the Board of Trustees

4) Roles and Responsibilities

Trustees

- Ensure complaints handling processes are in place within the organisation
- Monitor complaints received to review investigation process and complaints resolution in line with this policy and procedure
- In some cases, be required to make decisions in serious or complex complaints in consultation with the Chief Executive Officer

Senior Management Team

- Scrutinise quarterly complaints activity report for compliance with this policy and procedure
- Identify any trends or patterns in complaints and address
- Ensure culture of continuous improvement within the organisation learning from the investigation and outcome of any complaints received.

Service Managers and The Retail SLT

- Ensure this policy and procedure is implemented within their area of responsibility
- Manage any formal complaints received within their area of responsibility
- Carry out investigations into complaints documenting outcomes in line with procedure
- Ensure team have the necessary skills and experience to deliver the requirements of this policy and procedure.

Staff

- Responsible for understanding the content of this policy and procedure
- Responsible for following the procedure if the event of receiving a complaint.
- Manage any informal complaints received in line with the informal resolution process

Volunteers

- All volunteers are responsible for understanding the content of this policy and procedure
- Should a complaint be received, volunteers are responsible for passing complaints to the relevant Manager

5) Supplementary or cross reference Policies

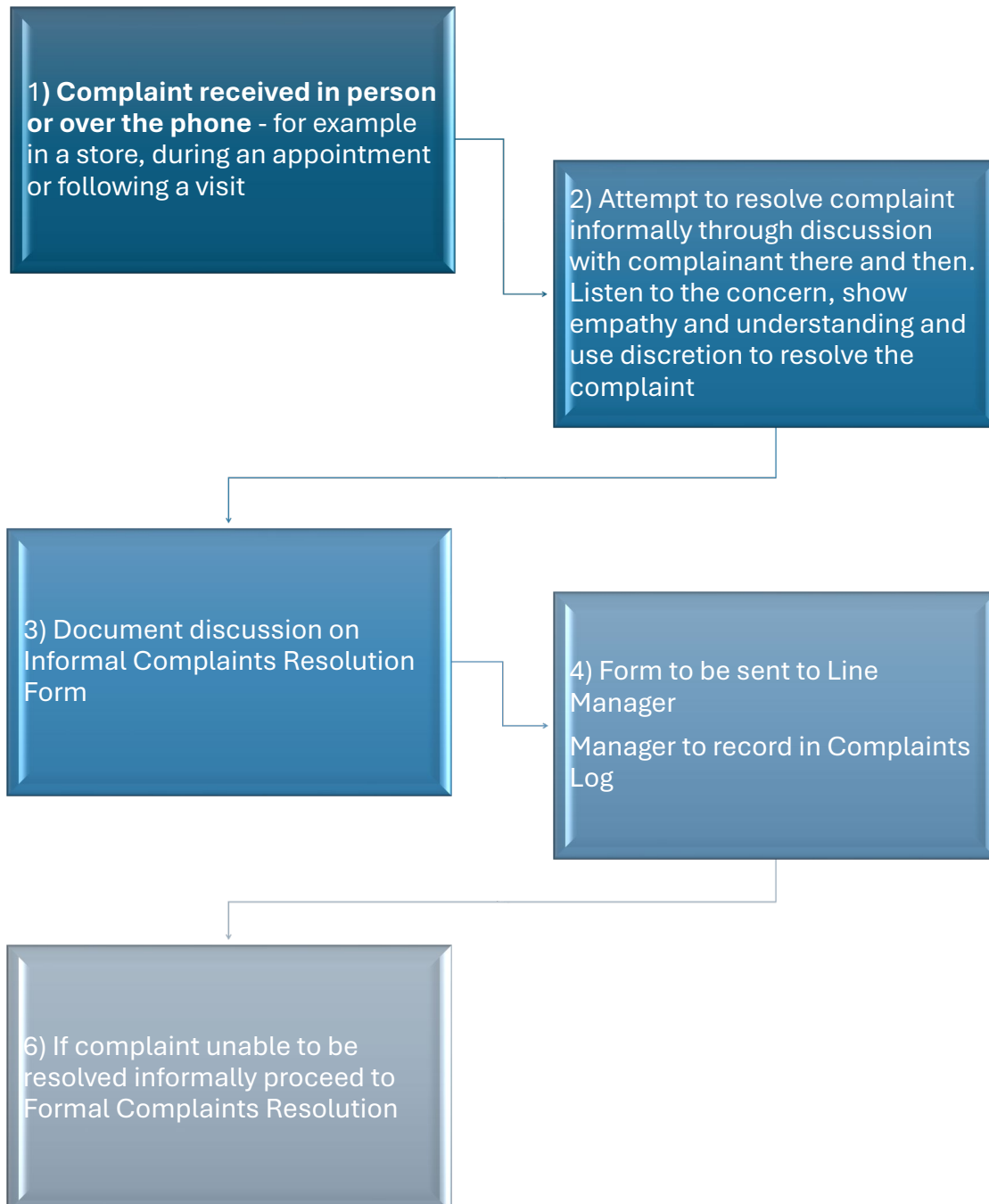
Grievance Policy

Code of Conduct

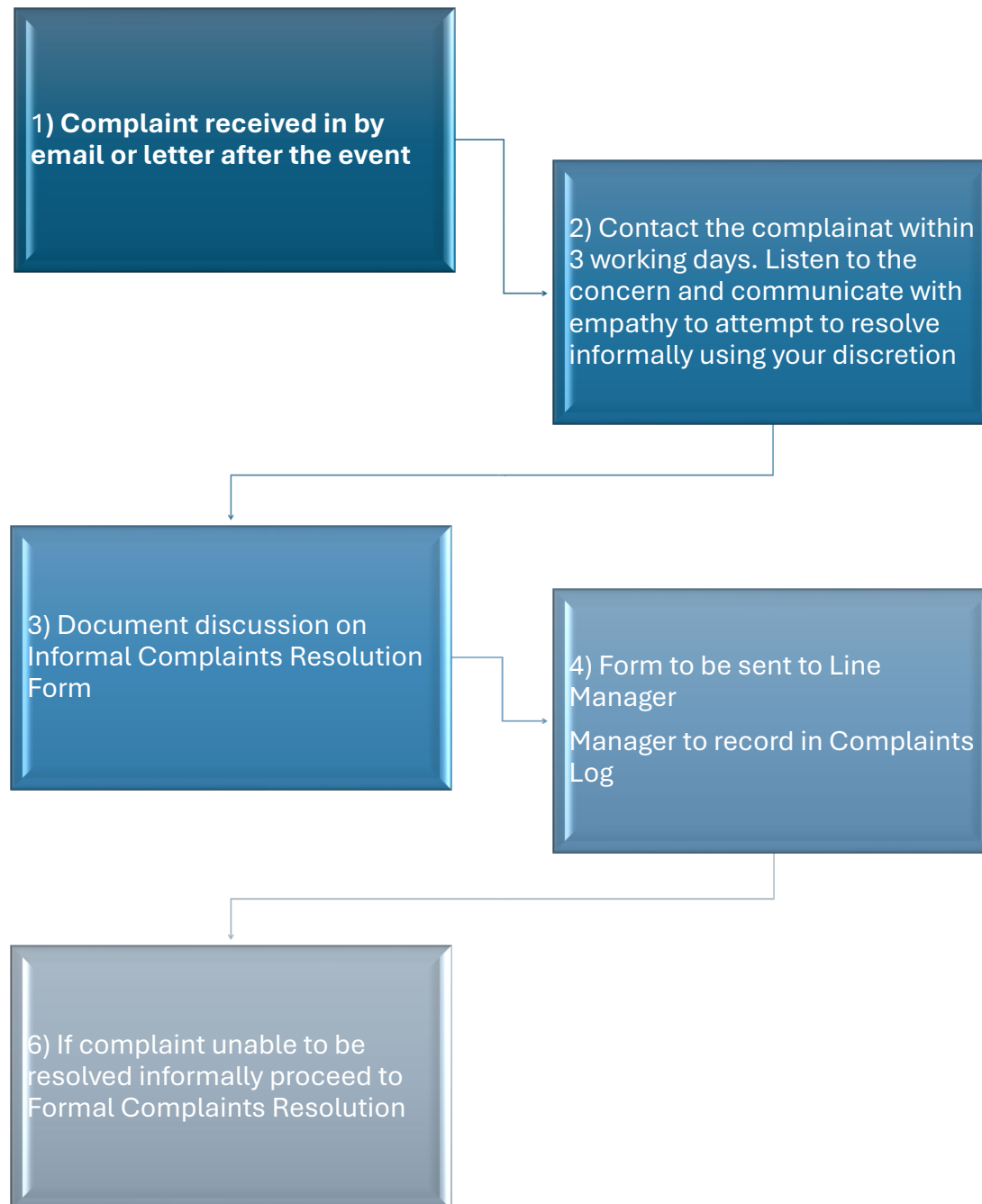
Appendix A

Informal Complaints Resolution Process

for complaints received in person or over the telephone

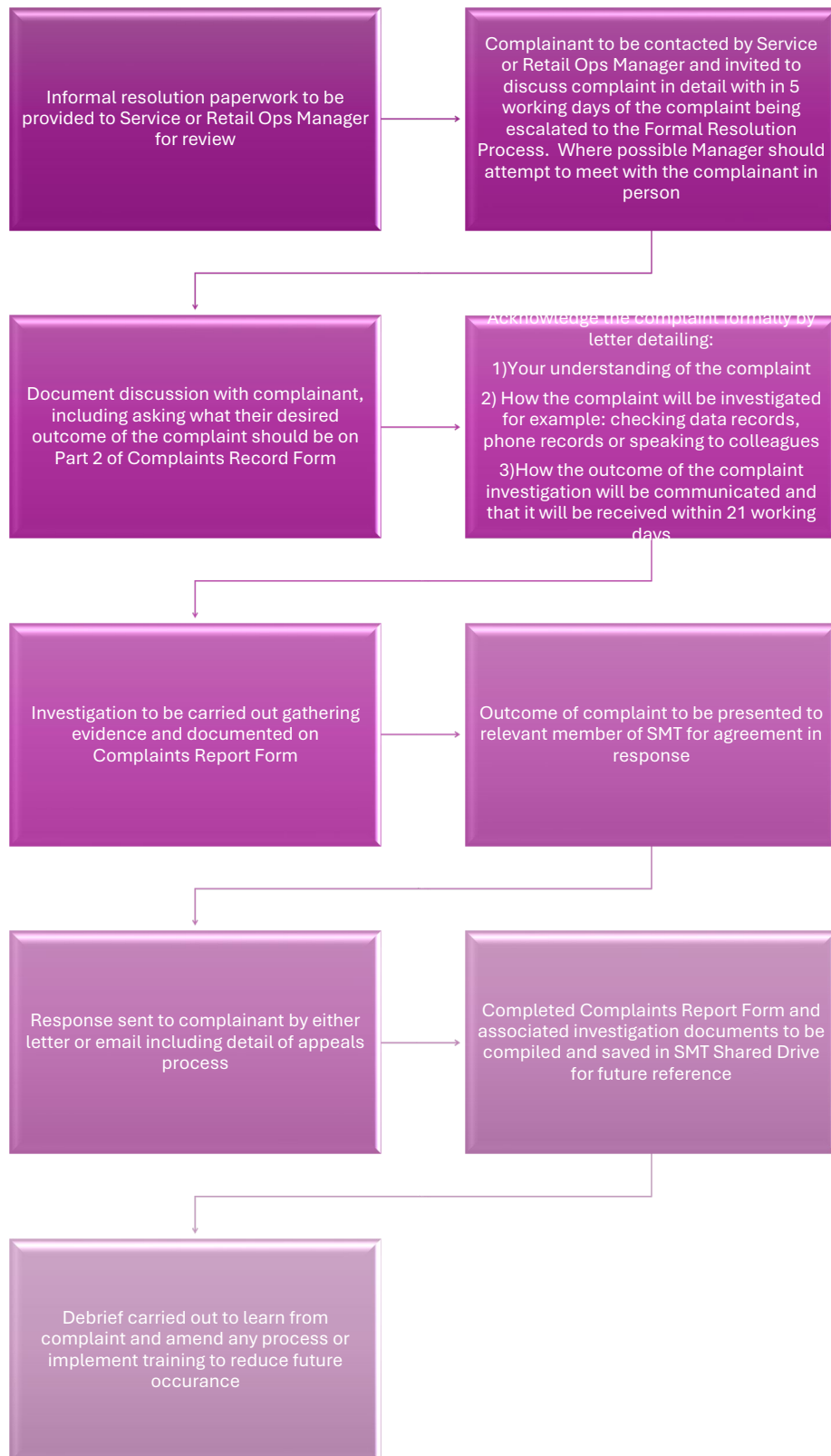


Appendix A
Informal Resolution Process
Complaints received by email or letter



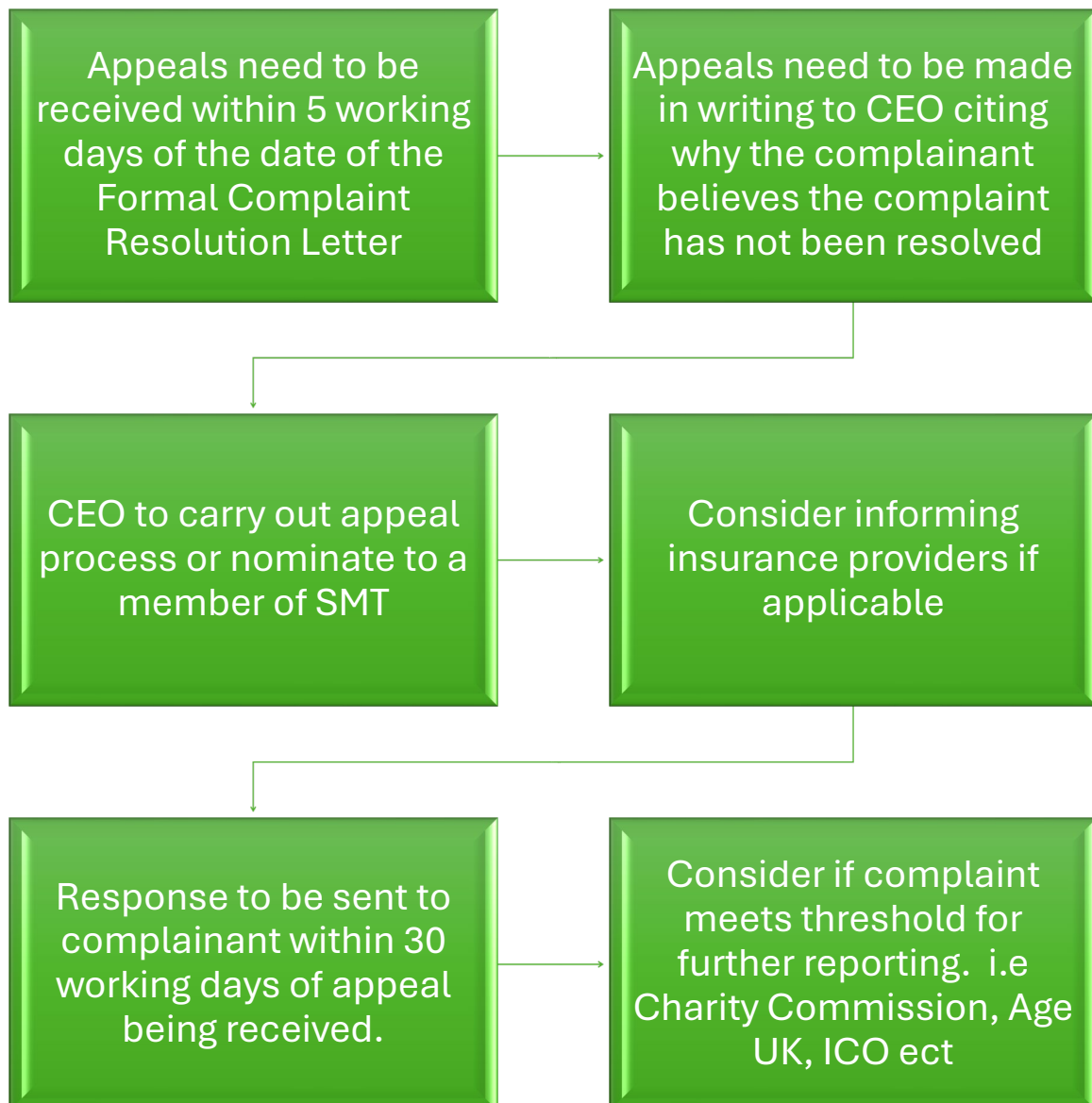
Appendix B

Formal Complaints Resolution Process



Appendix C

Appeals Process



Appendix D Complaint Report Form

Step 1 – Informal Resolution

Name of person making complaint:		
Are they a client, carer, stakeholder, customer or member of the public?		
Staff member receiving complaint:		
Date of complaint:		
Service involved:		
Nature of complaint:		
Response provided:		
Is complainant satisfied with informal resolution?	Yes	No (proceed to Part B)

Please ensure this form is completed in full and returned to your department Manager for record keeping and future learning

Step 2 Formal Resolution to be carried out relevant Service or Retail Operations Manager

Date of contact:		
Detail of complaint: Please include times, dates, evidence of complaint, name of any other parties involved.		
Desired outcome suggested by complainant:		
Acknowledgement of complaint letter sent date:		
Complaint investigation finding: (Attach a report if required)		
Complaint upheld or dismissed:	Upheld	Dismissed
Management action taken to avoid reoccurrence:		
Complaint outcome letter sent date:		
Appeal to decision received within 5 days:	Yes	No

Please ensure this form is completed in full and returned to Director of Service or Director of Income Generation for record keeping and future learning.

This is what is currently in the Retail Ops manual that hasn't been launched.

7.7 Dealing with complaints

From time to time we receive various complaints in our shops that need to be resolved.

7.1.1 If you receive a complaint in person

A Listen to the customer and show understanding and apologise for the situation.

B Attempt to deal with the customer's complaint yourself using your manager's discretion to resolve the problem.

C If the customer is still not satisfied then please refer the customer to your ROSM.

Example of a complaint

A customer is unsatisfied with a product that they have purchased in your shop, but they do not have the receipt. The volunteer on the till has explained that we need a receipt for a refund and the customer is not happy and wants to speak to the manager.

A In this instance, the shop manager should listen to the customer and show understanding in this situation.

B The manager should then assess the situation and resolve the problem using their discretion.

C If a refund is to be issued, then please refer to section 5.7 in the manual for further information.

Remember, how you deal with the situation could determine whether this customer continues to support your shop or not. Customers are also more likely to tell their friends and families about negative experiences in customer service so this could affect your reputation with others.

7.7.2 If you receive a written complaint

A Send the complaint to the Head office immediately for the attention of your ROSM.

B The complaint will then be passed on to the relevant person and a response should be issued within 5 working days.

7.7.3 If you receive a complaint on the telephone

A Listen to the customer and show understanding and apologise for the situation.

B Attempt to deal with the complaint yourself by resolving it on the phone, there and then.

C If it cannot be solved on the phone then suggest a suitable solution. If you need to call the customer back, arrange a time that you will be in touch and make sure that you call back when you say you will.

D If you cannot resolve the complaint yourself then take the customer's details and tell them that you will pass it on to the correct person, who will be in touch in the next 48 hours.

E Pass the details on to your ROSM or the HoR if they cannot be reached, so that the complaint can be resolved.