



Age Cymru comments, compliments and complaints procedure

Who can comment, compliment or complain?

This procedure can be used by any person or organisation to make a comment, compliment or complaint about Age Cymru, its services or staff.

What can the comment, compliment or complaint be about?

Comments, compliments and complaints can cover any aspect of the work of Age Cymru, including:

- any activity undertaken by Age Cymru
- any service provided by Age Cymru
- the conduct of any staff employed by or working on behalf of Age Cymru.

Making a comment or paying a compliment

If anyone wishes to make a comment on any aspect of Age Cymru's work or to compliment Age Cymru in general or any particular member of Age Cymru staff, they can do so simply by asking for their comment or compliment to be recorded and passed to the Central Services Manager as part of this procedure. All comments and compliments will be acknowledged in writing within five working days.

Making a complaint

Although Age Cymru and its staff aim to provide information, services and support in a friendly and effective way, there are times when things go wrong. Our complaints procedure helps us to deal with the concerns of our users in a consistent way, to identify areas in which new policies and initiatives might be developed and to improve the overall quality of our service and support. It also gives us the opportunity to record compliments and suggestions about our work.

The procedure is intended to be easy to use, speedy and fair and regularly reviewed by Age Cymru's Board of Trustees.

Informal Process

It is hoped that in most cases the complaint can be dealt with in an informal way. A written complaint will be acknowledged within five working days of receipt and passed to the most appropriate person, usually the manager responsible for that area of work:

- a telephone complaint will, whenever possible, be dealt with by a person receiving the call or if it is more appropriate it will be passed to a colleague
- we will seek to resolve all informal complaints within 10 working days of receipt
- in all cases, details of the complaint and the outcome will be recorded and forwarded to the Central Services Manager.

Formal Process – Stage 1

If you are unable to resolve the issue informally, you should write to the Central Services Manager at the address below marked '**Confidential**' (*except where the complaint directly concerns the Central Services Manager, in which case you should write to the Chief Executive of Age Cymru at the same address*). If your complaint concerns a trustee of Age Cymru, rather than a member of Age Cymru's staff, you should write formally to the Chair of Age Cymru.

In your letter you should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking. You can expect your complaint to be acknowledged within five working days of receipt. You should receive a response and an explanation within 25 working days of receipt of the complaint.

Formal process – Stage 2

If you are not satisfied with the initial response to the complaint then you can write to Age Cymru's Chief Executive and ask for your complaint and the response to be reviewed. You can expect the Chief Executive to acknowledge your request within five working days of receipt and a response within 15 working days.

Formal process – Final Stage (Review)

If you are not satisfied with the subsequent reply from the Chief Executive, then you have the option of writing to the Chair of the Board of Trustees stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from the Chief Executive.

The Chair will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint and when you can expect to hear the outcome of the investigation.

(Age Cymru's aim is to resolve all matters as quickly as possible and the timescales given for handling and responding to complaints are indicative)

Age Cymru

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ⁱ For the purposes of this policy all references to 'staff' includes all staff, trustees and volunteers of Age Cymru.