



Age Cymru Gwent

Complaints Information Leaflet

The Complaints Process should address the needs of the complainant and not the organisation. They need to be simple to understand, have the ability to give quality responses quickly, and be seen to be fair and effective.

Step 1 – The Informal stage

In the first instance, some concerns or complaints will, by their nature, be easy to resolve immediately, to everyone's satisfaction. The complaint or concern should be raised with the employee or volunteer providing the service. The employee or volunteer will address the complaint raised in line with Age Cymru Gwent's values and missions. Most issues will usually be resolved in this way.

Step 2 – The Formal stage

If the complaint is unresolved utilising **Step 1- The Informal stage**, this should be put in writing (assistance can be arranged if required through an independent advocacy service) and sent to;

Age Cymru Gwent,
Chief Operating Officer
124-128 High Street
Blackwood
NP12 1AF.
Or via email to: reception@agecymrugwent.org

An acknowledgement of the complaint will be made to the complainant in writing within 5 days via the original format the written complaint was received, i.e. in writing or via email.

A response to the complaint will be formally made within 28 working days of receipt. There are situations where a full investigation might need to take place, so it might take longer than 28 days to respond. In such circumstances, Age Cymru Gwent will contact the complainant to advise of an extension.

Step 3 - The Appeals Stage

If the complainant is not satisfied with the response to the complaint, they can appeal the decision by writing to the Chief Executive Officer (CEO). This must be in writing and sent via the main head office, or email address noted in **Step 2-The Formal stage**.

The Chief Executive Officer (CEO) will arrange a meeting with the Board of Trustees where a complaints panel will be formed within 21 days of the complaint appeal.

The complaints panel will consist of 2 members of the Board of Trustees. The complaints panel will then review the complaint, seek the views of those involved in the complaint, investigate the actions and seek to obtain any other relevant information.

The complaints panel will endeavour to reach its decision within 28 working days and notify the complainant accordingly. Where this proves impracticable due to the complexity of the case or external factors such as a wait for a key piece of information, the complaints panel will issue an interim report within this time.

Should the complainant or other interested party be dissatisfied with the decision of the complaints panel formed by the Board of Trustees, they can request an appeal. Such an appeal must be based either on the grounds that:

- the procedure followed by the complaints panel of the Board of Trustees was incorrect,
- or because new information has come to light.

Should this be the case, a person of their own choice may represent the complainant. A new complaints panel will be convened by 2 new members of the Board of Trustees to consider any further representations within 21 working days of such a request. The decision of the new complaints panel will then be final, and the process will conclude.