

Making your views known



Complaints Policy: Age UK Northamptonshire aims to provide high quality services that are responsive to the needs and preferences of local older people.

To ensure that we meet these aims we have committed ourselves to the following:

- The active promotion of older people's right to be heard, to have their complaints investigated and to seek the earliest possible resolution to those complaints.
- To ensuring that people are made aware of our Complaints Policy and Procedures - and are given adequate and timely information about how to make a complaint and how it will be dealt with.
- Setting specified response times to ensure that complaints will be dealt with quickly.

What is a complaint?

Any expression of dissatisfaction (whether verbally or in writing) with either the services provided by Age UK Northamptonshire or with the attitude or behaviour of any member of staff or volunteer.

Who can complain?

Anyone who is unhappy with the services we provide, and/or with the way we provide them. It may be the older person using a service, a relative, friend or someone else who (with the older person's permission) is speaking on their behalf. It may be a colleague from another voluntary or statutory organisation. It may be a member of the general public.

How can you complain?

In the first instance, you can do so by talking to a staff member of the service concerned (for example, the Service Advisor, the Day Centre Organiser or other member of staff) who will try to resolve the problem there and then.

Alternatively, you may prefer to put your complaint in writing, and this can be sent to The Department Manager, providing as much detail as possible in order for the complaint to be investigated.

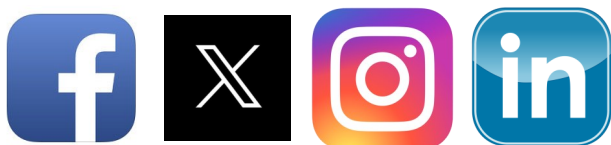
What happens next?

- You will receive an acknowledgement letter or email about your complaint within three working days.
- A senior manager will provide a written reply in response to your complaint and will aim to respond within 28 days.
- Depending on the nature of your complaint and to ensure that a thorough investigation takes place, the response time could take longer than 28 days. Where this occurs we will advise you and endeavour to respond to the complaint as soon as practicable.
- If your complaint is of a highly significant nature, then this would be reported and raised to Trustee level.
- Complaints will remain on file for 12 months and will be analysed for the purpose of quality assurance.



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