



Age UK Wandsworth

Complaints Policy

Ratified by Board: September 2024

Date for review: September 2027

Age UK Wandsworth aims to provide high quality services which are best suited for older people and their carers. However, we recognize that sometimes things can go wrong. We do need to know when this happens so we can learn from our mistakes and try and improve our services.

This policy is designed to help those who use our services, their friends, family members and others to make their views known to Age UK Wandsworth.

Are you unhappy or angry about:

- The quality or suitability of our services
- The way we provide our service
- Being treated unfairly
- Being given the wrong information
- The conduct of our staff or volunteers
- Experiencing unreasonable delays
- Other problems

Age UK Wandsworth will:

- Take your complaint seriously
- Investigate and deal with complaints fairly
- Arrange for interpreters, if required
- If you are housebound, we will arrange for you to be seen in your home if you wish
- Continue to provide services wherever appropriate or possible both during and after the investigation
- Ensure that your complaint will be treated confidentially

I wish to make a complaint, what do I do first?

Most problems can be settled quickly and simply by talking them over with a member of staff. Please contact a member of staff, either by telephone, in writing or in person at Age UK Wandsworth offices. If you do not know the name of a member of staff, please direct your complaint to the Chief Executive.

If your complaint is about the Chief Executive, then you should direct your complaint to the Chair of Trustees (see section **What if I feel that the matter is still not resolved?**).

The member of staff will listen to what you have to say. If they are unable to resolve the matter, they will let you know who they are referring your complaint to. This could be the member of staff responsible for the service, their line manager or the Chief Executive.

If this does not work, then the member of staff will refer the matter for investigation.

Looking into the matter

If the matter can not be resolved quickly, it will be referred to the relevant member of staff for further investigation and the Chief Executive will be notified. An acknowledgement of your complaint will be sent to you from the Chief Executive within five working days of receipt of your complaint (please note that our office is closed on Fridays). If not

themselves, the Chief Executive will advise you of the name and job title of the person dealing with your complaint.

The Chief Executive or staff member responsible for dealing with your complaint will investigate with the relevant member of staff or volunteer. The Chief Executive will aim to write to you with an outcome of your complaint within 20 working days.

What if I feel that the matter is still not resolved?

If the written response from the Chief Executive does not resolve your complaint, you should write to the Chair of Trustees of Age UK Wandsworth explaining why the matter is not resolved. If you are unable to write, a senior member of staff will be able to help you if you wish. We will ensure that your views are written accurately.

Your letter should be written within three weeks of receiving the initial response to your complaint. Please address your letter to the Chair of Trustees, care of the Age UK Wandsworth office (see address at the bottom of the policy) or email lara.sonola@ageukwandsworth.org.uk.

The Chair will arrange to telephone you or invite you to a meeting to discuss and try to resolve the matter. You can choose whether to attend or not. If you wish to attend, then you can bring a relative or friend with you. You will receive a written reply within 5 working days of the meeting.

What if I am still not satisfied?

The Chair will set up a small Complaints Committee from the Age UK Wandsworth Board of Trustees. This Complaints Committee will be as objective as possible and will investigate the matter with all parties. One member will discuss the matter with you by telephone or in person. You can have a friend or relative with you if you wish.

The Complaints Committee will make their final decision and send you a written reply within 5 working days of their meeting.

Recording and Monitoring complaints

Age UK Wandsworth will keep a record of all complaints made and will regularly monitor and review complaints to ensure that good quality services are provided.

To contact us

Please write to: Age UK Wandsworth
 549 Old York Road
 Wandsworth
 London SW18 1TQ

Or telephone: 020 8877 8940

Or email: info@ageukwandsworth.org.uk and ceo@ageukwandsworth.org.uk

NOTE: This Complaints Policy will not apply if you explicitly indicate an intention to take legal action in respect of the complaint.