

## **Complaints, Comments and Compliments Policy**

Throughout this policy we may make reference to Age Concern Liverpool & Sefton, the Organisation or ACL&S. This means however that the policy is applicable to the Charity, Age Concern Liverpool & Sefton, the trading company, Age Concern Liverpool (Services) Ltd and any subsequent company within the group

### **Policy Statement**

Age Concern Liverpool and Sefton recognises that during the day to day operation of its services there may be occasions when a service user, a relative of a service user, a volunteer, a visitor or a member of the public wishes to complain, comment or compliment any aspect of the organisation's operation. It is a policy of the organisation to encourage such dialogue and to assist wherever possible with this process. Additionally Age Concern Liverpool and Sefton will use the policy to improve any identified aspects of its operation that are highlighted as requiring attention subject to the availability of suitable resources.

#### **Why Have a Complaints, Comments and Compliments Policy?**

To provide necessary feedback, both positive and negative, on the quality of our services. This information will enable us to improve our performance wherever possible in line with the needs of users, potential users, carers, relatives, advocates, volunteers and any other dissatisfied body (for complaints only).

To demonstrate to stakeholders that we are open and constructive in our dealings with people.

To demonstrate that we care about the quality of the services we provide.

To make sure that it is easy for anyone who feels that comments would be helpful and to tell us how things can be improved. We want to treat complaints positively, and, where possible, leave users feeling comfortable about their experience of making a complaint to us.

To achieve this, it is our policy:

- To make it easy for the public to contact us, by telephone, in writing, by e-mail or by meeting in person
- That ALL complaints, no matter how they are received (e.g. email, telephone, via the compliments, comments or complaints form, or by letter) should be treated with equal importance
- To respond quickly, within the following timescales:
  - Complaints will be dealt with within 28 working days where possible, however, if a complaint is more complex then it may take longer.
  - If an issue cannot be resolved within 28 working days then the person making the complaint will be contacted within 28 working days. This will include reasons why the complaint will take longer to resolve.
- To show genuine regret that someone has felt it necessary to complain, and to be courteous, honest, helpful and open in any dialogue
- To help someone to make a complaint and complete any forms for them if they need assistance. We would make people aware of independent advocacy
- To deal with any complaint as close to the source of the problem as possible unless there is a conflict of interest and the process may escalate to be dealt with at a higher level within the organisation
- To monitor complaints and learn from things that have gone wrong so that:
  - they don't happen again
  - we can improve our policies to suit the needs of users, potential users, carers, relatives, advocates, volunteers and any other dissatisfied body.

## **Recording and Monitoring**

Age Concern Liverpool and Sefton will demonstrate its continuing commitment to the implementation of this policy by regular review and monitoring and by insisting that, wherever appropriate, records are kept of actions and decisions taken by the Board of Trustees, staff and volunteers. The Board of Trustees receive comments, compliments and complaints every 12 months.

## **Promotion and Publicity of the Policy**

The Board of Trustees has the first and final responsibility to promote, implement and review this policy. It is also the responsibility of all staff and volunteers of the organisation to promote the policy.

The Chief Operating Officer holds the day-to-day responsibility for ensuring that the policy is implemented.

Owner: Administration Manager

Date Reviewed: January 2021

Renewal due January 2022

version: 8

## Compliments, Comments & Complaints Procedure

### Introduction

ACL&S as part of its day to day running needs to ensure employees, the Board of Trustees, volunteers and visitors are aware of the Compliments, Comments & Complaints Procedure.

### Purpose

To ensure that all employees, the Board of Trustees, volunteers, service users, visitors and the public, are aware of what to do in the event of receiving or wishing to make a Compliment, Comment or Complaint.

### Scope

All compliments, comments and complaints received by Age Concern Liverpool and Sefton in any format from service users, relatives of service users, volunteers, visitors or members of the public.

STEP NO	ACTION	RESPONSIBILITY
<b>COMPLIMENTS &amp; COMMENTS</b>		
1.	Someone wants to compliment us on an aspect of our service or has a comment or suggestion for improvement – encourage them to complete a Compliment, Comment and Complaint Form	<b>Employee/ Volunteer</b>
2.	When the form is completed, it should be passed to the Administration Office, for entering on the database.	<b>Employee/ Volunteer</b>
3.	Compliments are recorded and filed and where appropriate shared with relevant staff and the Board of Trustees every 12 months.	<b>Administration</b>
4.	Comments and suggestions are recorded and filed and where appropriate shared with staff and the Board of Trustees.	<b>Administration</b>

5. Comments and suggestions are considered and any appropriate action taken. **Appropriate Manager**

## **COMPLAINTS**

1. Someone makes a complaint about an aspect of our service. **Complainant**
2. Where possible, an appropriate person, relevant to the complaint, should deal with the complaint. They should do their utmost to resolve the complaint there and then in a positive manner. **Relevant Person dealing with the complaint**
3. If the complaint can not be dealt with at the time, or if the complainant prefers, a Compliments, Comment and Complaint Form should be given for the complainant to either complete there and then or to take away and post or hand back. **Relevant Person dealing with the complaint**
4. A complaint is received – It should be passed **without delay** to Administration to record on database. They will then pass to relevant manager. **Person receiving complaint / Administration**
5. The complaint should be investigated fully by the appropriate manager and a written response made within 28 working days. The Complaint Form and response should then be passed back to Administration to record on database and file. **Relevant Manager  
Administration**
6. If the complainant is dissatisfied with the response, they should write or speak to the Chief Operating Officer. **Complainant**
7. The Chief Operating Officer will respond to the complainant within 28 working days. **Chief Operating Officer**
8. If the complainant is still dissatisfied the complaint will be considered by a designated Trustee and a written response given within 28 working days. **A Designated Director**
- If there is a conflict of interest at any level the complaint or comment will be passed back to Administration to reallocate to an appropriate person. **Administration**

**COMPLIMENT, COMMENTS AND COMPLAINTS FORM**

**Name** .....

**Address** .....

.....

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**Postcode** .....

**Tel No** .....

**Thank you for taking the  
 trouble to comment. We  
 promise to respond to  
 you  
 within 28 days of receipt  
 of this form.**

**Service Concerned** ..... **Location**.....

**DETAILS OF COMPLIMENT/COMMENT/COMPLAINT**

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(Continue overleaf if necessary)

**Signed** ..... **Date** .....

**Return completed form to:** Age Concern Liverpool & Sefton  
 58 Breckfield Road South  
 Liverpool, L6 5DR

**For Age Concern Liverpool & Sefton Use**

**Ref No:** ..... **Date Rec'd:** ..... **Officer:**

**Ackn'd:** ..... **Date of Response:** .....

(15 days from receipt) (28 days from receipt)

**Verbal**  **Written**

**Continuation Sheet:**

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