

External Complaints Policy

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Who is covered by this procedure?

All beneficiaries, associates and third parties using Age Concern Bishop's Stortford's products and services.

What is covered by this procedure?

This procedure covers how to deal with complaints from customers, associates and third parties and explains what steps need to be taken to ensure effective complaint handling.

Purpose

The purpose of this policy is to ensure that no person coming into contact with Age Concern Bishop's Stortford ever feels that they have not had an excellent experience or that their feedback or complaint has not been taken seriously and dealt with empathetically and efficiently.

Feedback from customers, associates and third parties and how we deal with it is invaluable in helping us to continuously improve. Negative feedback and complaints are particularly helpful in pinpointing what we need to do better, and if we deal with complaints effectively, we can often improve our relationships with customers and associates overall.

The procedure

Complaints may be received by any member of staff, volunteer or trustee and may arrive in many different forms, for example: by letter or email; by comments on a feedback form; in person from a delegate, speaker, trainer or customer; by phone; or via social media.

However the complaint reaches Age Concern Bishop's Stortford, the following procedure should be followed:

Stage 1 Record the complaint

Complete Parts 1 and 2 of the Age Concern Bishop's Stortford Complaint Form (see below) and email it to the Centre Manager. Use the name of the complainant and date as the file name. Refer all complainants to the complaints procedure on the website www.thenewaptoncentre.org.

Stage 2 Dealing with the complaint

The Centre Manager will attempt to resolve the complaint in the first instance and complete Part 3 of the Age Concern Bishop's Stortford Complaint Form.

Stage 3 Reporting complaints

The Centre Manager will follow up with the complainant to make sure they are happy with the resolution.

Stage 4 Closing the complaint

If the complainant is happy with the resolution, the Centre Manager will close and file the complaint. In the event the complaint is not resolved, the Centre Manager will discuss the complaint with a Trustee to find an alternative resolution.

Timescale

Under regular circumstances, the complaint process should be completed within five working days. If the complaint is complex and cannot be dealt with within this timescale, the complainant should be updated regularly with progression on their complaint.

Age Concern Bishop's Stortford Complaint Form

This form is to be completed for all complaints received by whatever means (including in writing, by email, in person or by phone). Please attach copies of any written correspondence to this form when complete and send it to the Centre Manager.

Part 1: Complainant details:

Name	Address
Email Address	Contact number
Complaint received by:	
Date received	Method received via

Part 2: Details of problem:

Please provide full details of the nature of the problem (ensure you include all facts clearly)

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Part 3: Details of problem resolution:

Please detail how we plan to resolve the issue with the customer:

Completed by (name)	Dates completed