

Open Age Member Complaints Policy

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Introduction

Open Age welcomes all comments and constructive suggestions for improving the organisation. We ask that everyone keeps in mind the principles outlined in our **Code of Conduct** to make our activities and services worthwhile and enjoyable for all.

In the instance members wish to make a complaint, wherever possible, these should be discussed with staff on an informal basis who will try to resolve the issue. If this is not possible, the staff member will feedback to their manager who will directly respond and act themselves. Open Age will endeavour to improve the procedures and services offered where practicable and appropriate.

Purpose

- Protect the interests of the member by putting them at the heart of our organisation
- Improve the quality of what Open Age delivers by responding to views expressed.
- Protect our staff and volunteers
- Provide a means of monitoring our performance.

All staff, contractors, volunteers should be familiar with the process, and it should be included within all induction training. All complaints should be recorded, and details should include the nature of the complaint, the date received, the process followed, actions taken and the outcomes.

How to make a complaint

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

An informal approach is appropriate when it can be achieved. If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 1

In the first instance, if the issue is unable to be resolved informally, the complainant should write to the member of staff who dealt with them.

The letter should set out the details of the complaint, the consequences for the complainant as a result, and the solution the complainant is seeking.

As an alternative, members can make a formal complaint in person at one of Open Age's centres by asking one of the Member Experience Team to support them in writing a letter setting out the details of the complaint, the consequences for the complainant as a result, and the solution the complainant is seeking.

The complainant's issue should be acknowledged within 5 working days of receipt and get a response within 10 working days.

Stage 2

If the complainant is not satisfied with the response, they should write/email to the Head of Member Experience, or ask one of the Member Experience Team in person at an Open Age centre for support in doing so, addressed to the Main Office address:

Open Age,
St Charles Centre for Health and Wellbeing,
Exmoor Street
London
W10 6DZ
Tel: 020 4516 9978
Email: mail@openage.org.uk

The Head of Member Experience will make a written response within 10 working days.

Stage 3

If the complainant is still unhappy with the response, then a formal complaint should then be submitted in writing to the CEO at the above address. If needed they can ask one of the Member Experience Team in person at an Open Age centre for support in doing so. The decision of The CEO will be final.

Recording complaints

All complaints must be recorded in a systematic way so that Open Age can use the complaints to ensure we are constantly reviewing our processes with a view to continuously improving as an organisation. By recording and using complaints information in this way, we can identify and address the causes of complaints and, where appropriate, identify training opportunities and introduce service improvements.

All record of complaints must include:

- Member's name and contact details
- The date the complaint was received
- The nature of the complaint
- How the complaint was received
- Action taken
- Outcome
- Date the complaint was 'closed'

Complaints are recorded and kept securely on our database in line with our Data Protection Policy.

The CEO will provide annual anonymised reports to the Trustee Board about the number and nature of member complaints and their resolution.

Maintaining Confidentiality

Confidentiality is important in complaints handling. It includes maintaining the Members' confidentiality and explaining to them that all records are kept confidential. We must consider legal requirements such as General Data Protection Regulations and our confidentiality policy.