



## MAKING A COMPLAINT TO AGE CONCERN LUTON

At Age Concern Luton, we often deal with sensitive issues. Though we try to deliver the best possible services there may be a time when you wish to make a complaint. If this is the case, or you are unhappy with any aspect of Age Concern Luton and feel there is something we can improve please let us know.

We ask that you do this through our complaints procedure so we can make sure it is dealt with properly and so we can use your experiences to improve services.

We are, of course, also pleased to hear from you about the services with which you are satisfied as well as your suggestions on how we can best serve Luton's older people!

## THE COMPLAINTS PROCEDURE

### 1. INFORMAL COMPLAINT

Many misunderstandings or differences can be sorted out by simply talking about them with a member of staff. You can phone or pop in to discuss a problem and we will try to resolve this. An informal complaint also gives you the opportunity to leave your comments on our services, and suggest things Age Concern Luton can do to improve.

If, after speaking to our staff, you feel that these discussions have not resolved the issue the next step is a Formal Complaint.

### 2. FORMAL COMPLAINT

At this stage complaints should be made in writing for the attention of Dan McKeaveney, who acts as our Complaints Officer. You will receive acknowledgement of your complaint within three working days. Your written complaint should include details of the problem, the people involved, and any suggested actions you would like Age Concern Luton to take.

The investigating officer will then look into the circumstances of the complaint and will conduct a thorough investigation. You may be contacted by the investigating officer after this if more information is required. You will be sent a decision letter within 3 weeks of your complaint.

### 3. REVIEW

If you are not happy with the way in which your complaint has been handled, or think the decision letter is wrong, you can appeal to the Chair of our Board of Trustees. You should do this in writing, stating why you do not agree with the decision made.

The Chair is able to look at your complaint and can overturn any previous decision made. When appealing you will be contacted and asked to attend an appeal board meeting.

The appeal board will be made up of two people from our management committee and one person independent of Age Concern Luton. You may bring a friend or advisor with you to give support. If you do not want to attend the meeting can be heard solely considering written submissions.

Once your complaint has been discussed, the chair will decide what action needs to be taken, and will write to you explaining this.

### 4. EXTERNAL COMPLAINTS

If you represent a group or organisation and wish to make a complaint please contact Dan McKeaveney directly on 01582 456812 who acts as the external complaints officer.

Mr McKeaveney will respond to all complaints within a maximum of two weeks. If you are unhappy with the outcome of this complaint, you can appeal as per section 3 of the complaints procedure.



## INDEPENDENT SUPPORT

If you are concerned about making a complaint directly to Age Concern Luton, or feel you need support from another group or organisation in order to make your complaint please contact;

**Citizens Advice Luton**

**0808 278 7847**

**[CitizensAdviceLuton.org.uk](https://www.citizensadvice.org.uk)**

Citizens Advice Luton is an independent organisation working in Luton with no staff or management connection to Age Concern Luton.

Citizens Advice Luton are not able to adjudicate on your complaint but can assist you in making sure your complaint is heard and dealt with properly.

Alternatively, Age Concern Luton is also able to respond to complaints made on your behalf from friends, family, or other groups where your consent is given.



## ABUSE

Age Concern Luton's response to allegations of abuse differs from this policy. This is to ensure the correct approach is taken and is consistent with Luton Borough Council's and the Police Service's procedures.

Age Concern Luton categorise abuse into ten main sections;

- Physical Abuse
- Psychological Abuse

- Financial Abuse
- Sexual Abuse
- Neglect
- Self-neglect
- Institutional Abuse
- Discrimination
- Domestic Abuse
- Modern Slavery

If your complaint relates to any of these categories please contact Age Concern Luton as soon as is possible and ask to speak to a member of staff.

If you suspect abuse, or think you are being abused we would ask you to contact us immediately.

If you do not want to discuss this with Age Concern Luton but want more information regarding what constitutes abuse, or impartial advice on this subject please call either the National Care Line - 0800 069 784, or Luton Borough Council's Social Services department on 01582 547659 for assistance.

If you believe a crime has been committed or is in the process of being committed then we would encourage you to contact the police immediately.