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## Feedback Policy

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### 1. Purpose

- 1.1 Age Concern Central Lancashire is committed to achieving the highest possible standards in all that we do. One of the ways in which we can continue to improve is by giving due consideration to the feedback we receive and taking action in relation to it where necessary. This Policy outlines how we deal with feedback received about any of our workforce (this includes volunteers), functions or services.
- 1.2 Dependent upon the feedback received we may choose to apply policies or procedures in addition to - or instead of - this Policy in order to address behaviours or actions and we will advise you if a different policy/procedure is appropriate.

### 2. Feedback

- 2.1 Any positive feedback is regarded as a compliment. We value compliments so that we can improve what we do and, where you think we have done something particularly well, we would really like to hear from you so that we can ensure we continue to do so. All complimentary feedback is communicated to the relevant individual/s and their line manager (or key worker in the case of volunteers).
- 2.2 Any negative feedback is regarded as a complaint. If you have a concern, or you are dissatisfied with any aspect of Age Concern Central Lancashire's workforce, services or activities, we are keen to hear from you so that we can respond to your concern and potentially learn from it and prevent it from happening again.

### 3. Policy principles

- 3.1 The principles of this Policy are that we want to ensure:
  - Communicating feedback is as easy as possible.
  - Your feedback is treated seriously and we respond back to you where appropriate or requested to do so.
  - Our communication with you about your feedback is prompt and polite.
  - We learn from feedback and use it to improve.
  - We respond to you in the right way, e.g. with an apology where things have gone wrong, with a thank you where you have complimented us or with an explanation, or information, as appropriate.
  - We always respond positively and effectively to complaints and put right any shortcomings that are within our control so that any complaint is resolved satisfactorily and speedily.

### 4. How to submit feedback to Age Concern Central Lancashire

- 4.1 It is usually best to contact the person who is providing the service or the person concerned since they are best placed to respond.

4.2 If you have a complaint, or problem, you should try in the first instance to resolve the problem with the service or person concerned. They will often be able to put things right very quickly and simply.

4.3 If you do not know who to contact, or do not feel comfortable raising it in the way suggested, then please phone the organisation's Feedback Officer, which is Christine Robinson, on 01772 552858. You can also send an email to [feedback@ageconcerncl.org.uk](mailto:feedback@ageconcerncl.org.uk), or write as below:

Christine Robinson-Schultz  
Age Concern Central Lancashire  
Beech House  
Lancastergate  
Leyland  
PR25 2EX

4.4 In relation to any complaint or compliment, whomever it is sent to, it would be helpful if you could state clearly and briefly:

- Your name, address and contact details (telephone and/or email).
- What went wrong or what went well.
- When and where it happened.
- Who was involved.
- What outcome you would like from your feedback.

## **5. Response to your feedback**

5.1 The way in which we respond to your feedback will vary according to its nature. For example, a compliment might not need a written response.

5.2 If you make a formal complaint, we will send you an acknowledgement letter within five working days. It may be necessary for us to contact you for further information. After sending you an acknowledgment letter our aim is to fully investigate your complaint, gather any further information needed and respond to you within 10 working days of the date of the acknowledgement letter to provide you with the outcome of our investigation. Where this timeframe is not possible, we will let you know when you will receive a full response.

5.3 All complaints will be treated with an appropriate degree of confidentiality and information will only be shared with staff and volunteers as necessary to assist in understanding what has happened and respond accordingly. This is the final stage of Age Concern Central Lancashire's response.

## **6. Reporting on feedback**

6.1 We record formal and informal feedback and reports are submitted to the Board of Trustees summarising the feedback received, both positive and negative, and identifying trends and learning opportunities. All feedback is used to inform future planning.