



Dementia-friendly Alton



Complaints Procedure

Responsibility

Overall responsibility for this policy and its implementation lies with the Committee of Dementia-friendly Alton.

Review

This policy is reviewed regularly and updated as required.

Complaints Procedure of Dementia-friendly Alton

Publicised Contact Details for Complaints:

Written complaints may be sent to Dementia-friendly Alton at Alton Community Centre, Amery Street, Alton GU34 1HN or by e-mail at dementia_friends@btinternet.com
Verbal complaints may be made by phone to 07922 022321 or in person to any of Dementia-friendly Alton's volunteers at the same address as above or at any of our events.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media. Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Dementia-friendly Alton, e.g. member, volunteer, visitor
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Dementia-friendly Alton Coordinator within five business days.

On receiving the complaint, the Coordinator records it on an Expression of Concern form. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.



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The Queen's Award
for Voluntary Service

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed independently.

At this stage, the complaint will be passed to Dementia-friendly Hampshire. The request for DFH review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

A Trustee from DFH will investigate the facts of the case. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the external Trustee decides it is appropriate to seek further external assistance with resolution.

Variation of the Complaints Procedure

The Committee may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Coordinator should not also have the Coordinator involved as a person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Dated 1.11.2022 Signed by Karen Murrell, Lead / Coordinator of DFA & Jane Ward,
Chair of DFH