

Old Friends Complaints and Compliments Policy



1. Purpose

At Old Friends, we are dedicated to providing a friendly, respectful, and reliable service that promotes the wellbeing, independence, and connection of our elderly clients. This Complaints and Compliments Policy outlines how clients, their families, representatives, and community members can provide feedback — whether positive or negative — about our services. All feedback is valuable and used to improve the quality of our programs and ensure we meet the expectations of those we serve.

2. Scope

This policy applies to all Service providers working under the Old Friends name, all non–personal care services delivered to elderly clients, and all feedback received from clients, carers, families, or the public.

3. Principles

Old Friends is guided by the following principles in handling feedback:

1. Respect and Dignity – All individuals will be treated with courtesy and understanding.
2. Accessibility – Feedback can be made in multiple formats (verbal, written, electronic) and assistance will be provided if needed.
3. Fairness and Confidentiality – Complaints will be managed fairly, promptly, and in confidence.
4. Accountability – All complaints will be recorded, monitored, and reviewed by management.
5. Continuous Improvement – Lessons learned from feedback will inform service planning and staff training.
6. No Retaliation – Making a complaint will never result in negative treatment or reduced access to services.

4. Compliments

We value positive feedback that recognises our efforts. Compliments help highlight effective practices and boost morale. Clients and their representatives can submit compliments verbally, in writing, or via our feedback form available online or in person. Compliments will be acknowledged and shared with relevant Service Providers and recorded in the Old Friends Feedback Register.

5. Complaints

Complaints can be made by speaking directly to the manager, phoning **01604 969486**, or emailing **Oldfriends.northants@gmail.com**. If assistance is required, Old Friends will support the client in making the complaint or help them contact an advocate.

Complaint Handling Process

1. Acknowledgement – Complaints are acknowledged within five business days of receipt.
2. Investigation – The complaint will be reviewed by the Manager within ten business days.
3. Response – The complainant will be informed of the outcome in writing or verbally.
4. Resolution and Follow-up – Outcomes may include an apology, an explanation, corrective action, or process improvement.

Escalation

If a complainant is not satisfied with the outcome, they may request a review by Old Friends Manager or refer the matter to an external agency, a community advocacy or mediation service.

6. Record Keeping and Reporting

All feedback is logged in the Old Friends Feedback Register, which includes details of the issue, actions taken, and outcomes. Management reviews the register regularly to identify trends and opportunities for improvement.

7. Staff Responsibilities

Old Friends is responsible for welcoming feedback respectfully, recording and referring complaints appropriately, protecting client confidentiality, and learning from feedback to improve services.

8. Policy Review

This policy will be reviewed annually, or earlier if required by changes in legislation, service structure, or operational needs.

Approved by: Manager of Old Friends

Date of Issue:/...../.....

Next Review Date:/...../.....