

## Activity in Retirement-Macclesfield (AIR)

Registered Charity number 1001228

# Comments, Compliments, and Complaints Policy

Let us know how we're doing: comments, compliments, and complaints. The AIR group makes every effort to provide a high standard of service and to treat all members of the organisation equally and fairly. We continuously try to improve our activities and we value any feedback that will help us to do this.

The committee members review all comments, compliments and complaints at their monthly meetings. This helps us to develop the activities that work best for all individuals and to deal with any issues promptly and in a positive way, so please let us know what you think. We report on user feedback at the Annual General Meetings.

### **Comments and Compliments:**

If you are happy with the work of our organisation and have experienced exceptional service from any one of our groups or group members we would love to hear from you. There are couple of ways you can do this: either speak to one of the activity leaders / volunteers, email or write to us.

### **Complaints:**

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner. Please note that AIR may publish the replies given to any queries raised but will respect the confidentiality of the individuals concerned.

***How to make a complaint:*** The first thing to do if you are unhappy about any aspect of our services is to bring this to the attention of one of the AIR activity leaders /volunteers. They will try to resolve your concerns immediately. If the issue remains unresolved or if you are unhappy at the way you may have been treated by one of the activity leaders /volunteers please contact the AIR committee directly.

If you cannot or do not wish to make a complaint in person, you have the option of emailing, writing or telephoning us.

***What you can do to help us deal effectively and quickly with your complaint:*** Contact us as soon as possible giving clear details of the issue so we can endeavour to resolve the issue as quickly as possible. Specify clearly what aspect of the AIR service or activity you wish to make the complaint about.

**Including the following details will help us to effectively and quickly investigate your complaint:**

- The specific area, service or resource to which the complaint applies.
- Your name and full contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue quickly. Please include details such as the place and time the incident occurred.
- Please let us know if you have previously reported the complaint, and if any action was taken previously.

Please note that we endeavour at all times to treat AIR users with respect, and we expect the same standards of behaviour from all AIR users.

**What we promise to do to help resolve your complaint:**

Your complaint will be dealt with in a professional and confidential manner.

Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

**How and when we will respond:**

We will acknowledge any e-mailed complaints within five working days of receipt. Postal correspondence will receive an answer or acknowledgement within five working days. You will receive a full response to your written complaint within ten working days.

**Contact details:**

Paul Waugh

Honorary Chairman

Telephone 01625 424076

e-mail [p.k.waugh@gmail.com](mailto:p.k.waugh@gmail.com)

Website: [airmacclesfield.com](http://airmacclesfield.com)