

BOPF Complaints Procedure

Bristol Older People's Forum is a charity whose mission is 'For every older person in the city to be an equal, valued and participating member of the community, able to influence policy and decision-making, challenge ageism and promote Bristol as an Age Friendly City.'

We aim to work with members of the public and with other agencies whether voluntary, public or private in pursuit of our aims and objectives in an open and fair manner, therefore we take any complaints that we may receive seriously.

If you have a complaint about any aspect of our operations, policies or conduct we want to know so that we can try to resolve the issue and improve.

How to Make a Complaint

There are a number of ways in which anyone can complain:

1. By phoning 0117 927 922 a member of staff may be able to respond to the complaint. If not, your complaint will be registered and referred to the Chair of the Board of Trustees. The staff will inform the Chair of the Board of Trustees even if you have been satisfied with their response.
2. By leaving a message on the answer phone.
3. By writing to BOPF Complaints, Bristol Older People's Forum, c/o Age UK Bristol, Ground Floor, Canningford House, 38 Victoria Street, Bristol, BS1 6BY
4. By emailing bopfadmin@ageukbristol.org.uk and putting **"complaint"** in the subject line.

However, if you choose to contact us please include your name, address, contact telephone number and/or email address, and details of your complaint giving names, dates and times (where appropriate) so that we can respond promptly to the evidence you have given us.

What happens next?

Your complaint will be logged. Often a complaint can be resolved most quickly by a telephone call this way we can make sure we fully understand the issue. If this is not appropriate the Chair or designated Member of the Board will write with a response as soon as possible, we aim to respond within two weeks.

If you are not happy with the response you can ask for the matter to be referred to the Board of Trustees for discussion. This would be scheduled for the next Board meeting (every two months).

A written response will be provided within seven working days of the meeting.

If you are still not satisfied with this response you will be invited to attend the next scheduled Board meeting. Seven days' notice of attendance by post or email must be given

so Trustees have time to read any additional information on the complaint and investigate the matter further. The decision of the Board at this stage is final and binding.

A confidential record of the complaint will be retained by the Finance and Administration Manager for three years.

We will work to fix problems, correct mistakes and address concerns and to reach the best possible outcome for all, however we sometimes receive complaints not related directly to what BOPF does or that we are not in a position to comment on, therefore we will say this and not pursue it further.

We are a charity with limited resources and must use them in the best possible way. This means not engaging in lengthy discussions unrelated to our work.

There may be rare occasions when we choose not to respond to a complaint. These include:

- When a complainant is being abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a member of staff.
- When a complaint is incoherent or illegible.
- Complaints made anonymously.
- When a complaint is about something that BOPF has no direct connection. We may choose to reply to explain why it is not directly related to BOPF but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to and resolved.

IMPLEMENTATION

Date implemented: January 2004

Next review date: October 2025

REVIEWS OR AMENDMENTS TO POLICY

Reviewed by BOPF Forum Manager: Tony Massari, (Dec 2013)

Reviewed by BOPF Treasurer: Christina Stokes (3 July 2020)

Reviewed by Lyn Porter, BOPF Trustee

Date reviewed: 4 August 2023

Date adopted at Trustee Meeting: 19 October 2023

Signed: Christina Stokes, BOPF Chair, 19 October 2023