

a

Client Charter and Complaints Policy

Wise Age is a registered charity with a Board of Trustees responsible for the success of the organisation, its compliance with legal and contractual requirements, its long-term strategy etc. Wise Age is also a Company Limited by Guarantee whose Directors are also the Trustees of the charity. The Board appoints a Chief Executive Officer to run the organisation on an ongoing basis. Wise Age does not directly employ people but engages self-employed consultants via a consultancy agreement to deliver services to the organisation and its clients.

1 Client Charter

Wise Age Ltd is committed to providing high quality, efficient services that are relevant to individual needs.

When using Wise Age's services clients can expect: -

- To be dealt with courteously and efficiently
- To have any queries dealt with effectively
- That the advice and help given to clients will be independent and in the clients' best interests
- To be treated with equal consideration regardless of disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex (gender) and sexual orientation race, religion, gender or age
- That information provided to Wise Age's staff, consultants or directors will not be divulged to anyone outside Wise Age except with the clients' permission

If the service falls below these standards clients will be invited to contact the Chief Executive, Wise Age Ltd., 3 Birkbeck Street, LONDON E2 6JY.

Wise Age endeavours to ensure that its services and information are as up-to-date and as accurate as possible. Wise Age cannot guarantee the accuracy of all information and advice given by staff and its subcontractors, however, and cannot accept any responsibility for errors and omissions on information and advice given in good faith.

Whilst every care has been taken to ensure that the advice given to clients is correct, Wise Age will not accept responsibility for any loss, damage, etc. howsoever arising, occasioned by the implementation of such advice.

Issue 1

2 Complaints Policy

1. Anyone in receipt of Wise Age Ltd.'s services who is dissatisfied with any aspect of our services should feel free to raise a complaint.
2. In the first instance, the complainant should raise the issue informally with the person with Wise Age with whom they have a disagreement, as many issues can be quickly and easily resolved between the parties concerned once all the facts are known by all concerned.
3. If informal discussion fails to resolve the issue, the complainant should write to the Director in charge of policy, Peter Murphy, at 3 Birkbeck Street, LONDON E2 6JY.
4. The Director in charge of policy will respond within five working days by discussing the situation with the complainant and relevant Wise Age personnel and come to a decision regarding how to resolve the complaint. This decision will be communicated to the complainant in writing.
5. If the complainant is not satisfied with this decision, they should write to the Wise Age Chief Executive, Mr. M C Walsh, 3 Birkbeck Street, LONDON E2 6JY asking him to bring the matter to the attention of the full Board of Directors. The Board of Directors and Chief Executive will consider the appeal, discuss with the complainant and relevant Wise Age personnel and come to a decision, which will be communicated to the complainant in writing.
6. The decision of the Wise Age Board of Directors shall be final.

Approved for Use by the Board of Trustees: March 2020

Review by date: March 2021

Issue 1

**LONDON
COMMUNITY
RESPONSE FUND**



Department
for Work &
Pensions

Page 2 of 2



European Union
European
Social Fund