

# Feedback, Compliments and Complaints

**We offer a range of services to support, inform, advice, and inspire older people in Camden:**

- Care Navigation and Social Prescribing Service
- Counselling, Psychotherapy and Group Therapy Services
- Day Care Centres
- Dementia Befriending and Wellbeing Services
- Digital Support
- Good Neighbours Scheme
- Information and Advice Service
- Telefriends – Telephone Befriending Service

**Age UK Camden**

**102 Fitzjohns Avenue, London, NW3 6NS**

**Tel: 020 7239 0400**

**Email: [info@ageukcamden.org.uk](mailto:info@ageukcamden.org.uk)**

**Website: [www.ageukcamden.org.uk](http://www.ageukcamden.org.uk)**

As an independent organisation, we rely entirely on the generosity of our supporters to continue our vital work with older people in Camden. With your help, we can ensure older people are treated with the dignity, respect, and care they deserve.

You can support us in several meaningful ways:

- Make a donation – a one-off gift or a regular monthly donation that helps us plan for the future.
- Get involved in fundraising – organise or take part in an event and help raise awareness as well as funds.
- Volunteer your time – share your skills, experience, and compassion to make a direct impact in our community.



If you believe in standing up for older people, you may also consider leaving a gift in your will. A legacy gift, no matter the size, can help change lives and ensure our work continues for generations to come.

Together, we can make a lasting difference to the lives of older people in Camden.



# We welcome your complaints, together with your comments and suggestions as a means of improving and developing our service.



## How do I pass on my compliments or suggestions?

You can share your compliments or suggestions on our website's Contact Us page or by email:

**info@ageukcamden.org.uk**

We welcome your feedback and value your views to improve our services.

We have a written Complaints Policy and Procedure, which is available on request, but this leaflet summarises how it works.

## How do I pass on my concerns or make a complaint?

You can contact us by telephone, email, letter, or in person during office hours.

If the person you wish to speak to is not available, please ask to make an appointment and we will be happy to arrange a suitable time.

## Whom should I contact?

In the first instance, please try to contact the manager of the service you wish to comment on or complain about. Many concerns can be resolved quickly at this stage.

If your complaint is serious, or if it concerns the service manager, please contact our Chief Executive Officer, who will arrange for the matter to be investigated.

If your complaint is about the Chief Executive Officer, please write to the Chair of the Board of Trustees. Contact details are available on request.



## How long will this process take?

We aim to deal with all complaints as quickly and fairly as we can, and to keep you informed of progress. As far as possible, we will respond within 28 working days.

## What if I'm not satisfied?

There is one informal stage and two formal stages in our Complaints Procedure.

If you are not satisfied with the outcome at the informal stage or the first formal stage, you may ask for the complaint to be considered at the second formal stage, which involves a review panel.

## Involvement of other agencies.

If your complaint is about a service provided by an organisation other than Age UK Camden, or about a member of staff from another organisation working on Age UK Camden premises, our staff will help you.

We will support you to identify the correct organisation or person to whom your complaint should be made.

## Confidentiality and Data Protection

All complaints will be handled in the strictest confidence.

Any personal information you provide will be managed in line with current data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information will only be shared where necessary and in accordance with the law.

## How Long Will It Take?

Age UK Camden aims to resolve all complaints, disputes, or concerns as quickly as possible.

The time taken to resolve a complaint will depend on the stage it reaches:

- Some complaints can be resolved at the informal stage.
- Others may need to move to a formal first stage.
- In some cases, a final review stage may be required.

We will keep you informed throughout the process.

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