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**Tell us what you think**

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**Comments and Complaints Policy Statement**

Age UK Leeds welcomes all comments and complaints. They help us confirm what is going right and to identify where things need improving. We recognise that the views of our service users, customers, older people, their families and carers should all be heard and that they have a right to expect high quality services and to complain if our services do not meet their expectations.

Age UK Leeds welcomes views about aspects of our work. We want to know what those who use our services, and those who don’t, think about them – what they like, what they feel is not so good, and what new services they would like us to provide. We want to hear about any concerns or complaints; they are as important to us as feedback on the things that are going well. The staff, volunteers and trustees of Age UK Leeds will do all we can to resolve concerns and complaints as quickly as possible.



**TELL US WHAT YOU THINK**

If you have a comment, compliment, suggestions or complaint you want to make to Age UK Leeds, please complete this form and send it in the envelope marked confidential to:

**Chief Executive**

**Age UK Leeds**

**Bradbury Building**

**Mark Lane**

**Leeds**

**LS2 8JA**

**NAME**………………………………………………………………………

**ADDRESS**…………………………………………………………………

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………………………………………………………………………………

……………………………………………**POSTCODE**…………………

**TELEPHONE NUMBER** …………………………… **DATE** ……….

**THIS IS A (please circle)**

**Comment or Suggestion** **.** **Compliment** **.** **Complaint**

**Please use the space provided over the page to state details**

**HOW WE WILL HANDLE YOUR…**

**Comments & Suggestions**

Please put your comments and suggestions on the attached form and forward it, marked confidential, to the Chief Executive.

* We will confirm in writing that your comments or suggestions have been received
* We may need to contact you to clarify the details
* We will discuss your comments or suggestions with the most appropriate member of staff or with our trustees.

**Compliments**

Please put your compliments on the attached form and forward it, marked confidential, to the Chief Executive.

* We will confirm in writing that your compliments have been received
* A copy will be sent to the staff and volunteers concerned so that they know that their work is appreciated
* We will inform our trustees

**HOW WE WILL HANDLE YOUR…**

**Complaints**

* Initially please let the member of staff involved know of your concerns. They may be able to sort it out immediately. If not please ask to see their line manager.
* If you are still dissatisfied or feel unable to complain to the person concerned, please put your concerns on the attached form and send it to our Chief Executive.
* The Chief Executive will confirm in writing, within 5 working days, that your complaint has been received and is being dealt with.
* The Chief Executive will investigate your complaint, they may need to contact you to clarify details, and will let you know the outcome within 15 working days.
* If you are unhappy with our written response, you can ask for an appeal. This should be done within 15 working days. This will be heard by a small panel of trustees. We will send you a written report of the panel’s decision within 15 working days of your request for an appeal. **This is the end of the complaints process.**
* We would discourage anonymous complaints; the more detailed and specific a complaint is, the more we are likely to be able to address the issues/concerns raised. If you have any concerns about confidentiality, we have a Confidentiality Policy.

If you need independent help about your complaint contact Advonet on 0113 2440606.

**Age UK Leeds**

Welcomes your comments, compliments and suggestions and any concerns you may have. We believe that they will help us provide the best possible service and support to older people and their carers.

**We will**

* Ensure confidentiality
* Fully consider your views
* Keep you informed on the progress of your comments, complaints, compliments or suggestions
* Deal with your comments, complaints, compliments or suggestions quickly and efficiently

**Age UK Leeds**

**Contact details:**

* Tel 0113 3893000
* Fax 0113 2453850
* Email frontofhouse@ageukleeds.org.uk
* Website www.ageukleeds.org.uk

**Bradbury Building**

**Mark Lane**

**Leeds**

**LS2 8JA**

Registered charity number: 504899

Registered company number: 236909

**Tell us what you think**

Age UK Leeds has an excellent record of working with and for older people and their carers.

To help us maintain and improve this record we want to hear your views. We want to hear your…

**COMMENTS AND SUGGESTIONS**

There may be things that you feel we could do differently or better. There may be services which you feel would benefit older people but which we don’t provide at the moment. Please let us know. Without your views and those of others, things may never change.

**COMPLIMENTS**

Sometimes it’s really nice to hear that things you are doing are making a difference to the lives of older people, their families and carers. Hearing from you about the things that you feel are working well makes a real difference to our staff and volunteers.

**CONCERNS AND COMPLAINTS**

Occasionally things might not go to plan and misunderstandings can occur. Often such differences can be sorted out quickly and simply, so please speak to the member of staff concerned as soon as possible. If you decide to make a formal complaint, then we will deal with it as a matter of urgency.



