

Age UK Barnet offers a range of services to support, inform, advise and inspire older people resident in the borough.

Our services include:

- Later Life Planning including benefits advice
- Fitness and exercise classes
- Befriending service
- Handyperson service
- Computer training and assisted computer access
- Lunch clubs, social groups and other activities
- Cookery classes
- Nail cutting service
- Volunteering opportunities

Can you help Age UK Barnet?

As an independent organisation responsible for raising our own funds, we need financial support to help us continue our work with older people in Barnet.

You can help us by:

- making a one-off donation or regular donation
- leaving us a gift in your will
- organising or participating in a fundraising event

Our strategic aims and objectives:

- To provide, commission or support others to deliver a range of quality services and initiatives that address those issues which are important to older people in the London Borough of Barnet
- To reduce isolation and promote an independent lifestyle for older people in the London Borough of Barnet
- To promote a positive view of the contribution that older people make to society
- To help older people in the London Borough of Barnet to remain living in their own homes for as long as they wish to do so
- To campaign to improve services locally

Age UK Barnet

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Comments, Suggestions and Complaints



Age UK Barnet provides a range of services for over people aged 55 and over in the borough. We aim to provide the best quality service possible. If you feel we haven't got something quite right, or we could do better, we would like to hear about it.

We welcome your comments, suggestions and complaints as a means of improving and developing our service. Our written complaints procedure is available on request, but this leaflet outlines how it works.

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

You can make contact with us by telephone, letter, email or in person during office hours. If you prefer, you can ask a friend, relative or other organisation to contact us on your behalf.

020 8203 5040

info@ageukbarnet.org.uk

Who should I contact?

You should try and contact the manager of the service you want to comment or complain about. If you have a very serious complaint, or a complaint about the manager, please contact our Chief Executive who will arrange for someone to investigate further.

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

How long will this process take?

We will acknowledge a complaint within 5 working days. We aim to deal with all complaints as quickly and as fairly as we can, and to keep you informed of progress. As far as possible, we will write to inform you of the outcome within 28 days.

What if I'm not satisfied?

There are three stages to the complaints procedure (two if the Chief Executive is contacted initially). Use of the second and third stages can ensure all avenues are pursued.



Involvement of other agencies

In a situation where your complaint involves services provided by an organisation other than Age UK Barnet, or is about an employee of another organisation who is providing a service on Age UK Barnet premises, Age UK Barnet staff will offer assistance in identifying the organisation and/or person to whom the complaint should be made.

All complaints will be dealt with in the utmost confidence and in accordance with the requirements of the Data Protection Act 2018 (GDPR) and the Freedom of Information Act (2000).

Age UK Barnet will seek to resolve all complaints, disputes or conflicts at the earliest stage, but the exact timing for resolution is dependent upon whether or not the complaint needs to be referred beyond the first, informal stage to a second, formal stage and possibly to a third and final review stage.