

Introduction

At Age UK we aim to improve the quality of our work and we want to hear your comments and suggestions when you think :-

- ☺ we're getting it right
- ☺ we could do better
- ☺ we're getting it wrong.

This leaflet tells you how to let us know what you think about the services we provide here at Age UK Barrow & District.

You may feel very happy with them, you may have some suggestions on how they can be improved or you may be unhappy about something we have done.

Whatever it is, we would like to hear about it.

Positive Feedback

We all like to know when we have done something well. It helps us to carry on providing a great service. If you feel we are doing a good job, let us know.

Comments & Suggestions

You may have some ideas on how we can do things better or feel there are other things we could be doing. Do you feel changes need to be made or have helpful suggestions that could help us to improve our services.

Q. How do I give feedback?

- A. Simple, you can either tell any member of staff here at Age UK Barrow & District or you can complete the attached form and place it in our suggestion box or hand it in at reception.



Complaints

Unfortunately, sometimes things don't go according to plan and there may be occasions where we get things wrong. If you feel unhappy with the service we are providing to you we hope you will tell us so that we can try to do something about it.

Q. How do I complain?

- A. You can tell the person who is providing the service to you if you are unhappy about some aspect of it. If it is not dealt with straight away or if you are not happy with the outcome then you can discuss any concerns with our Operations Manager, Vickie Martin.

Q. How do I complain to the Operations Manager?

- A. By letter, telephone or in person.

Q. Can I ask someone to help me complain?

- A. Yes, you can ask anyone you wish to help you. If you don't have anyone who is able to give you support, then Age UK will arrange for someone independent of the organisation to help you.

Q. What happens then?

- A. The Complaints Officer will arrange for your complaint to be fully investigated, speaking to everyone involved and you will be given an outcome within 14 days of making the complaint.

Q. What if I am not satisfied with the outcome?

- A. Your complaint will be referred to a Review Panel. The Panel will be made up of people who have no prior knowledge about your complaint. They will arrange to meet within 14 days of the complaint being referred to them. The Review Panel will re-examine your complaint, looking at all the information available and talking to all of those involved. You will be informed of their decision within 2 weeks of the meeting.

Q. What if I am still not satisfied?

- A. You will be advised to seek advice independent of Age UK Barrow & District.

Q. Who is the Designated Representation and Complaints Officer and how do I contact them?

- A. Vickie Martin is our Operations Manager and you can write to her at our main office **Lakeland House, Abbey Road, Barrow in Furness, Cumbria LA14 1XL, via telephone on 01229 831425 or via Email: vickie.martin@ageukbarrow.org.uk**

NB: If your complaint is about the Designated Representation and Complaints Officer then you can make your complaint to The Chairman of the board at the same address.