**COMPLAINTS PROCEDURE**

If you have a complaint or concern about the service that you have received from Age UK Barrow & District, you are entitled to ask for an explanation.

Any matters raised will not affect your

future involvement with our services.

You may wish to come in and discuss your complaint with the Operations Manager, as in many cases this is the best way of resolving any problems you have experienced.

However, if you wish to put your concerns in writing, you can use the form accompanying

this leaflet.

We will ensure that all the complaints received are acknowledged in writing within seven working days then investigated thoroughly and as quickly as possible.

**Please address all correspondence to:**

**Vickie Martin**

**Head of Age UK Barrow & District**

**Age UK Barrow & District**

**Lakeland House**

**Abbey Road**

**Barrow In Furness**

**Cumbria**

**LA14 1XL**

**Or alternatively send an email to** **Vickie.martin@ageukbarrow.org.uk**

**Please Note:**

Age UK Barrow and District must ensure strict adherence to the rule confidentiality.

If you are complaining on behalf of someone else please ensure that you obtain their

written consent to do so.

This procedure does not affect your rights to make a formal complaint to the Charity Commission or Fundraising Regulator, nor does it affect your right to seek compensation in law.