

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Compliment

Comment

Complaint

Please give details: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Age UK Barrow & District**

**College House, Howard Street**

**Barrow In Furness, Cumbria, LA14 1NB**

**Tel: 01229 831425**

**Registered Charity No 1149975**







**Complaints**

Age UK Barrow and District strive to provide excellent services, but there can be times when things go wrong, or customers become unhappy with the service they receive. If this happens, please let us know as soon as possible so that we can try and put things right.

Q. **How do I complain?**

* Write to Vickie Martin - Head of Age UK Barrow and District at the address below.
* Email us: contact@ageukbarrow.org.uk
* By phone: 01229 831425
* In person to a member of staff
* Complete this ‘Suggestions, Comments and Complaints’ form

**Q. What happens then?**

A. If you have written to us with your complaint, you can expect to receive a response from us within 5 working days, either by telephone or in writing, acknowledging receipt and to clarify any details. If further investigation is required, we will let you know who is dealing with your complaint and when they will respond to you, with the conclusions of their research and the reasons for the outcome. This will be within 20 working days of receiving your initial complaint.

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

A. If you are unhappy with the outcome of Stage 1, you have 15 working days to write and ask for

your complaint to be reviewed by the Chief Executive Officer or a member of the Senior

Management Team. You will receive a response in writing to let you know the outcome, within 20

working days.

Q. **What if I am still not satisfied?**

If you are not happy with the response at Stage 2, you can appeal directly to the Chief

Executive Officer who will review the complaint with an Age UK Barrow and District

Trustee within 30 days and respond in writing within a further 20 days. The decision taken at this

stage will be Age UK Barrow and Districts final response.

Q. **Who is Age UK Barrow and Districts ‘Complaints Officer’ and how do I contact them?**

A. Vickie Martin, Head of Age UK Barrow - at:

**College House, Howard Street, Barrow in Furness, Cumbria LA14 1NB**

Orcontact via telephone: **01229 831425** or via Email**: vickie.martin@ageukbarrow.org.uk**

**NB**: If your complaint is about the ‘Complaints Officer’ then you can make your complaint to the Chief Executive Officer at the same address.

**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 are getting it right

 we could do better

 we are getting it wrong.

This leaflet tells you how to let us know what you think about the services we provide 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, please 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? If so, please contact us.

**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 this form and either post it to us or hand it in at reception.

