




## Contact details for our Services

**Age UK Bedfordshire**  
**78-82 Bromham Road**  
**Bedford, Bedfordshire**  
**MK40 2QH**

Tel: 01234 360510  
Fax: 01234360562

Our Bromham Office is open to the public  
Monday to Friday  
9.00am to 4.00pm

**We have a 24 hour answerphone facility so  
please leave a message**



Age UK Bedfordshire aims to improve the quality of life of older people throughout the County.

### Other services we provide:

- Information and Advice for older people and their carers/families
- Home Visits to fill in benefit forms
- Home Help service providing a range of practical housework and shopping
- Accompanied shopping service
- Gardening service providing maintenance for your gardens
- Handyperson service providing DIY type tasks in and around the home
- Personal Emergency Alarms
- Shops in Ampthill, Biggleswade, Shefford and Houghton Regis, Dunstable, and Bedford

**Website address:**  
**[www.ageuk Bedfordshire.org.uk](http://www.ageuk Bedfordshire.org.uk)**



# Comments and Complaints



### Age UK Bedfordshire

78-82 Bromham Road, Bedford MK40 2QH


Tel: 01234 360 510

Fax: 01234 360 562

[enquiries@ageukbedfordshire.org.uk](mailto:enquiries@ageukbedfordshire.org.uk)

**[www.ageukbedfordshire.org.uk](http://www.ageukbedfordshire.org.uk)**

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Reg No. 4160627. Registered Charity No. 1090535





## Our Aims

As a local charity working with and for all older people residing in Bedfordshire, our aims are to provide quality and caring services and support which will meet the needs and wishes of our clients.

We aim to provide these services in order to make a real difference to the quality of life for older people.

## Your Views

Comments, Compliments and Complaints about the work which Age UK Bedfordshire does is seen as an opportunity to improve our services. We welcome your feedback in order that we may learn and develop in accordance with the ever changing needs and wishes of our client group.

## Comment or Compliment Procedure

Please write to our Chief Executive using the following details:

Chief Executive  
Age UK Bedfordshire  
78-82 Bromham Road  
Bedford  
MK40 2QH

Your comments or compliments will be passed to the appropriate department and individuals concerned.



## Complaints Procedure

If you have an issue or complaint relating to a member of staff, volunteer or service that we have provided to you please let us know so that we may make improvements

## Informal Process

We hope that in most instances an informal chat will resolve any issues therefore in the first instance please speak with the department concerned by calling our main switchboard on 01234 360510.



If you do not feel this is appropriate or wish to make a complaint in a more formal manner please follow the process below.

## Formal Process

Please put your complaint in writing and send to the respective department at the following address :-

Age UK Bedfordshire  
78-82 Bromham Road  
Bedford  
MK40 2QH

An acknowledgment of your complaint will be made within seven working days of receipt.



A full investigation will be carried out by the Department Head and you will be notified of the outcome as soon as possible and normally within 28 working days of receipt.

If you are not satisfied with the outcome you can then request a review of the matter by writing to the Chief Executive at the Bromham Road address.

Your complaint will be acknowledged by the Chief Executive within seven working days of receipt.

A further investigation will be made into the matter and you will receive an outcome normally within 28 days of your complaint to the Chief Executive. This outcome will be final.

## General Information

Please do not feel that by making a complaint any service will be withdrawn or restricted. Age UK Bedfordshire will deal with your issue in a completely unbiased and confidential manner.

We value all feedback on our services and feel it is important to hear from clients both when services are good and when they may be improved upon.'

## Thank You

