

Compliments, Comments, Concerns, Complaints and how we welcome them



Age UK Berkshire will ensure that the best possible service is provided to all our users at all times, within the constraints of available resources, employees and volunteers.

As part of a culture and commitment to continual improvement, we welcome all compliments, comments, concerns and complaints raised by customers, clients and service users, volunteers, employees, Directors, other organisations and the general public.

The Board of Directors see this as a positive way of monitoring the quality of our services and ensuring that changes can be made where appropriate.

Equality of Opportunity:

Age UK Berkshire is committed to the principles of diversity and equal treatment regardless of race, colour, ethnic or national origin, religious belief or lack of, political belief or affiliation, gender, dependent-care requirements, marital status, gender re-assignment, sexual orientation, disability or age.

It is our intention not to treat anyone unfairly, and whilst we continually try not to discriminate, we are aware of our limitations. Please tell us if you feel we discriminate.

Confidentiality and Data Protection:

We collect information about our service users and customers for our own recording and reporting purposes which is made anonymous before such use. Age UK Berkshire will not pass on any personal information about you to any other organisation without your specific informed and written consent, unless it is a life-threatening situation, for you or for our workers.

Age UK Berkshire complies with the General Data Protection Act (GDPR) in force from 25th May 2018. You have the right to ask about and see any information that we may hold about you (Freedom of Information Act) and what we use it for. Age UK Berkshire reserves the right to charge a fee for production of your information requested under the regulation.

Compliments: Please let us know if you think we are getting it right. Compliments are very valuable to let our volunteers and employees know that we are succeeding.

Comments: You may find there are areas of our work, or services that we provide, where your thoughts and comments about our work can help us.

Concerns: You may have something you wish to raise with us that you feel we could solve, or change the way we work for you.

Complaints: If you are not happy with any aspect of any service from Age UK Berkshire, please tell us as soon as possible after the event, as complaints are much more easily dealt with at that time.

How to complain:

We hope that any problems you may experience can be cleared up quickly to your satisfaction, by talking to the volunteer or employee with whom you have been dealing.

If you are not satisfied with the answer or if you do not feel it is appropriate to discuss your complaint with that person, please make a formal complaint. If you wish your complaint to be answered, you will need to provide a mailing or email address.

If you wish to make a formal complaint, please contact the Chief Executive by telephoning or writing (by letter or by email).

If the complaint is about the Chief Executive, please contact the Chair of the Board of Directors at the same address.

Dealing with your formal complaint:

Your complaint will be recorded in the Compliments & Complaints Log held by Age UK Berkshire and will be acknowledged to you in writing within five working days.

You will be invited to a meeting to fully discuss your complaint. You will be able to be accompanied by a friend, advocate or representative, if you feel that is appropriate. If you are unable to attend a meeting, discussion can be by telephone, or if you prefer, via email.

Following this meeting, an investigation will take place. The

Chief Executive or the Chair of Age UK Berkshire will advise you of the outcome and action taken by giving you a full written response within twenty working days. If a full response is not possible with that timescale, you will be told why and the likely response date given.

If you are not satisfied with the action taken, please contact the Chair of the Board of Directors by letter or email, stating your reasons for your dissatisfaction.

The Chair will invite you to a meeting of the Directors, where your complaint can be heard. You will be able to be accompanied by a friend, advocate or representative, if you feel that is appropriate. Following that meeting, the outcome will be communicated to you in writing within five working days.

Age UK Berkshire is an independent and locally-governed charity, part of the Age UK Brand Partnership. We wish to uphold the good name and reputation of all of Age UK and value all feedback about our services, products, volunteers and employees.

Age UK Berkshire is a registered charity No. 1146462 and a company limited by guarantee, No. 07928260, registered in England at the address shown below.

Age UK Berkshire loves later life. We are the leading charity working for older people across all of Berkshire. For more details of our work, our services and our products, please contact us or go to our website.

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