

## Comments, Compliments, & Complaints We Want To Hear From You

You have the right to complain about any aspect of our work or service and we would like to hear about it. We value all feedback, both good and bad, and welcome the opportunity to learn and improve.

### How to make a complaint

Complaints should be raised within 3 months of the matter in question. Its often worthwhile discussing your concerns early on with the provider of the service, as they may be able to sort the issue quickly.

Most problems can be dealt with at this stage, but in some cases, you may feel more comfortable speaking to someone not directly involved with the service. If you want to put your complaint in writing, you can complete the form overleaf or

write a letter and send it to the address below. Complaints should be directed to:

Chief Executive Officer

Age UK Birmingham and Sandwell

Stratford House

Stratford Place

Birmingham, B12 0HT



**0121 437 0033**



**[info@ageukbirmingham.org.uk](mailto:info@ageukbirmingham.org.uk)**

### How we will respond

- We will treat your complaint seriously.
- We will endeavour to address complaints made by telephone, email and in person within 3 working days.
- Complaints made in writing will be acknowledged within 5 working days.
- If we need to investigate further, we will confirm that we have received your complaint and seek to resolve it within 20 working days.

### What happens next

If you are not satisfied with the outcome of your complaint, an internal review will be conducted.

## COMMENTS, COMPLIMENTS AND COMPLAINTS

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We want to hear from you

<b>Customer Name</b>		<b>Phone Number</b>	
<b>Customer Address</b>			
<b>Customer Email</b>			
<b>PService/Product</b>		<b>Date of Service</b>	
<b>Service Description</b>			

### Nature of complaint

<b>Date of Complaint</b>		<b>Service Location</b>	
<b>Description of Complaint</b>			
<b>Desired Action (What result would you like)</b>			
<b>Customer Signature</b>		<b>Date</b>	