

We offer a range of services to support, inform, advise, and inspire older people in Camden:

- Computer training
- Counselling and therapeutic services
- Dementia advice and befriending services
- Direct payment support service
- Good neighbour schemes
- Information, advice and advocacy
- Independent Living Service (practical help with shopping and at home)
- Nail care service
- Opening Doors Project (LGBT Service)
- Resource Centres
- Self funders support
- Support and social groups for black and minority ethnic communities and their carers
- Support to voluntary organisations
- Volunteering opportunities

Age UK Camden

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As an independent organisation responsible for raising our own funds, we need your financial support to help us in continuing our work with older people in Camden, by:

- Making a one-off donation - or better still a regular monthly donation.
- Organising or participating in a fundraising event.
- Donating good quality goods or shopping in our charity shops.

If you believe older people deserve to be treated with dignity and respect, please consider leaving a gift in your will. Your contribution could help us make a real difference to the life of another older person.

Community
Legal Service



The new name for
AGE Camden
Concern

Comments, suggestions and complaints



We welcome your complaints, together with your comments and suggestions as a means of improving and developing our service.

We have a written Complaints Procedure, which is available on request, but this leaflet summarises how it works.

How do I pass on my concerns or make a complaint?

You can make contact with us by telephone call, letter, or in person during office hours. If the person you need to see is not available, please ask for an appointment.

Whom should I contact?

You should try and contact the manager of the service you want to complain or comment about. If you have a very serious complaint, or a complaint about the manager, please contact our Chief Executive Officer who will arrange for a person to investigate.

If your complaint is about the Chief Executive Officer please write to the Chair of the Board of Trustees (details available on request).

How long will this process take?

We aim to deal with all complaints as quickly and fairly as we can, and to keep you informed of progress. As far as possible, we will respond within 28 days.

What if I'm not satisfied?

There are three stages to the Complaints Procedure (two if the Chief Executive Officer is contacted initially). Use of the second and third stages can ensure all avenues are pursued.



Involvement of other agencies

In a situation where your complaint involves services provided by an organisation other than Age UK Camden, or is about an employee of another organisation who is providing a service on Age UK Camden premises, Age UK Camden staff will offer assistance in identifying the organisation and/or person to whom the complaint should be made.



All complaints will be dealt with in the utmost confidence and in accordance with the requirements of the Data Protection Act (1998) and the Freedom of Information Act.

Age UK Camden will seek to resolve all complaints, disputes or conflicts at the earliest stage, but exact timing for resolution is dependent upon whether or not the complaint needs to be referred beyond the first, informal stage to a second, formal stage and possibly a third and final review stage.