



**Your views** will help  
us **maintain and**  
**improve** our services



## Introduction

Age UK Cheshire provides a variety of services to thousands of people every year and we are constantly looking for new ways to improve our services. This leaflet explains how you can make a complaint if you feel that something has gone wrong. Like any organisation we like to hear when we are doing well, but we also need to know when things go wrong so that we can put them right.

If you wish to make a complaint, please be reassured that:

- It will be treated in confidence;
- We can help you with making your complaint;
- Your right to a service will not be affected because you have made a complaint;
- You will not be discriminated against if you have made a complaint.

Anyone who uses our services, or has been refused a service from Age UK Cheshire can make a complaint. A carer, friend, relative or advocate can also complain on your behalf. If you make a complaint on behalf of someone else you must have that person's permission for you to make the complaint.

## **Raising a complaint**

If you make a complaint the following steps will be taken:

### **Step one**

The complaint will be passed to the coordinator or staff member with responsibility for the service who will investigate the complaint. You will receive a full response within 20 working days.

### **Step two**

If you are not happy with the outcome of step one you can ask that your complaint is taken to step two. Either the Designated Complaints Officer or Senior Manager of the service or area that the complaint relates to will look into your complaint. You will receive a response within 20 working days.

### **Step three**

If you are not happy with the outcome of step two you can make your complaint directly to the Chair of Age UK Cheshire. You can contact the Chair in writing, via Age UK Cheshire's head office. The Chair will respond to you within 28 working days.

### **Step four**

If you are not happy with the response of the Chair you can appeal to the organisation's independent panel. The panel will be required to meet within 40 working days of the request and will make a decision on the complaint. The decision will be considered by the full Board of Age UK Cheshire, at the next available Board Meeting. The Board will take all findings into account in arriving at a final decision. A Minute of that meeting will be sent to the complainant. The decision taken by the Board of Directors will be final.

To make a complaint you should contact the Designated Complaints Officer, who is the Chief Executive of Age UK Cheshire. You can make contact by telephone, email or letter.

To make a complaint by telephone please phone **01606 881660** and ask to speak to the Designated Complaints Officer. The Complaints Officer might not be available straight away but you will be encouraged to leave your details so that the Complaints Officer can call you back.

To make a complaint by email please use the following email address **admin@ageukcheshire.org.uk** and write in the subject heading **'FAO Complaints Officer – Confidential complaint'**.

To make a complaint in writing please send it to the following address:

**Complaints Officer**  
**Chief Executive Officer**  
**Age UK Cheshire**

314 Chester Road  
Hartford  
Northwich, CW8 2AB

**t** 01606 881 660

**e** admin@ageukcheshire.org.uk

**www.ageukcheshire.org.uk**

It helps to provide as much detail as you can, try to remember the names of anyone who was involved and the dates that things happened on. If you are making your complaint by telephone it might help to make a list of things that happened.

### **Confidentiality**

We will treat your complaint in the strictest confidence. Any personal details will be held by Age UK Cheshire and will not be disclosed without your prior consent.

We want you to feel confident about using our services and for your experience of us to be as positive as possible.