



Getting it Right | Our Complaints & Concerns Procedure

Stage 1 Informal Discussion

If you have concerns, you might find it helpful to speak informally with a member of our staff or the service lead/manager. Your concerns will be acknowledged, treated with respect and resolved where possible.

Please note that no record of your concern will be logged at this point.

Stage 2 Formal Complaint

If you believe that your issue has not been addressed during the informal stage, you have the option to submit a formal complaint to our Compliance team, who will review or investigate as appropriate.

You can submit your complaint in writing via email to complaints@ageukcornwall.org.uk or using our online submission form www.ageuk.org.uk/cornwall/about-us/contact-us/complaints-comments-feedback-and-compliments/ - alternatively, you can send your complaint by post to:

Compliance Lead, Age UK Cornwall and the Isles of Scilly, Boscowen House, Chapel Hill, Truro. TR1 3BN

Alternatively, you can reach us by phone at **01872 266383**.

Upon receiving your formal complaint, we will log and acknowledge it within **3 working days** and get in touch with you should we need additional information or clarification. We will investigate your complaint as promptly as possible and aim to provide a full response within a further **21 working days**. If we are unable to meet this timeline, the Compliance Lead will contact you to explain the situation.

Stage 3 (Appeal)

If you are dissatisfied with the outcome of Stage 2, you have the option to proceed to Stage 3 of the complaint procedure. Should you also find the Stage 2 resolution unsatisfactory, your complaint can be escalated to the Chief Executive Officer (CEO) and our Executive Board of Trustees for a final internal review.

To initiate a Stage 3 review, you must submit your request within **5 working days** of receiving the Stage 2 investigation outcome to complaints@ageukcornwall.org.uk - The following factors will be considered when reviewing Stage 2 outcomes:

- Any procedural irregularities in the investigation of your complaint.
- Presentation of new evidence that was not available during Stage 2.

If the CEO and Executive Board of Trustees determines that either of these conditions apply, a further investigation will be conducted.

You will receive written notification of the investigation's results within 28 working days after your review request is received.

What if I am still unhappy?