

Comments, Compliments & Complaints



Comments & Compliments

Age UK Devon is committed to providing high quality and accessible services to older people in Devon.

We welcome and value feedback from the people we interact with, so if you have any comments, compliments or suggestions about our organisation please let us know.

Your feedback will help us understand what is working well, to consider potential opportunities for change and improvements, and to identify new services and activities needed by local older people.

We like to celebrate our compliments as they confirm what Age UK Devon, its Trustees, staff and volunteers are doing well.

You can share your comments and compliments in writing, by email or telephone to:

Age UK Devon
1 Manaton Court
Manaton Close
Exeter
EX2 8PF

Email: info@ageukdevon.org.uk

Telephone: 0333 241 2340

We hope that your experience of Age UK Devon is a positive one, and we look forward to hearing from you.

Complaints

Sadly, there are times when things go wrong or cause concern. If this happens we do want to hear from you so we can improve and prevent similar incidents from re-occurring.

If you want to raise a concern, objection or make a complaint about the services and responses you have received from Age UK Devon, we ask that you raise it directly with the manager of the service concerned. You can do this in writing, by email or telephone to:

Age UK Devon
1 Manaton Court
Matford Business Park
Exeter
EX2 8PF

Email: info@ageukdevon.org.uk

Telephone: 0333 241 2340

In the first instance, some concerns or complaints will, by their nature, be easy to resolve immediately, to everyone's satisfaction. Most issues will usually be resolved in this way via letter, email or telephone.

If the informal procedure fails to resolve the problem, please put your complaint in writing to Sophie Littlewood, Chief Executive of Age UK Devon. Please provide your name and contact details, why you are unhappy and what you would like us to do to resolve things for you.

Those raising a concern or making a complaint will be given a copy of the Complaints Policy and offered assistance in understanding, interpreting or translating it.

We will acknowledge your complaint within three working days. An investigation will be undertaken and in most circumstances a formal written response will be made within 10 working days of receipt. If there is any variation to this time frame we will discuss this with you and agree a new response time.

If the complaint is still unresolved an appeal can be made in writing to the Chair of Trustees. You can do this in writing or by email to:

The Chair of Trustees
Age UK Devon
1 Manaton Court
Matford Business Park Exeter
EX2 8PF

Email: info@ageukdevon.org.uk

A Complaints Panel will be formed to consider the complaint and reach a decision within 10 working days. Where this proves impracticable, due to the complexity of the case or external factors such as a delay in obtaining a key piece of information, the Complaints Panel will issue an interim or final report within one calendar month.

Age UK Devon

1 Manaton Court Matford
Business Park Exeter Devon
EX2 8PF

e info@ageukdevon.org.uk

t 0333 2412340

w www.ageuk.org.uk/devon/

