

Compliments, Comments & Complaints



Compliments, Comments & Compliant Procedure for our service users, their representatives and other interested parties.

Age UK Devon is committed to providing a high quality and accessible service to our service users.

If you believe that something has gone wrong, or if you have some comments or compliments then please let us know. We will take your complaints seriously and will do our best to resolve them for you.

We will also learn and improve from concerns and comments raised with us and we will celebrate our compliments.

Compliments

Age UK Devon maintains a database of compliments which are given as feedback about our organisation.

Compliments confirm what Age UK Devon, its staff and volunteers are doing well.

Comments

Age UK Devon welcomes feedback from service users, relatives, representatives and friends.

Positive and negative feedback provides us with the opportunities to change, improve or indeed recognise where there are gaps in our service provision.

How can I leave comments or compliments?

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

Sophie Littlewood, Chief Executive
Age UK Devon,
1 Manaton Court,
Matford Business Park,
Exeter, Devon, EX2 8PF
T: 0333 241 2340
E: s.littlewood@ageukdevon.co.uk

We positively welcome your comments and compliments.

What is a complaint?

A Complaint is 'an expression of dissatisfaction about the standard of service provided by Age UK Devon'.

Who can make a complaint?

You or your representative (with your consent to do so) can raise a complaint with Age UK Devon.

How can a complaint be raised?

You or your representative can make a complaint in writing to:

Sophie Littlewood, Chief Executive,
Age UK Devon,
1 Manaton Court,
Matford Business Park,
Exeter, Devon, EX2 8PF
T: 0333 241 2340
E: s.littlewood@ageukdevon.co.uk

What do we need to know?

- Your name & contact details
- Why you are not happy
- What you would like us to do to sort things out

Who will deal with my complaint?

Your complaint will be managed by the most appropriate person within Age UK Devon who would be able to find out information about the issues that you have raised and help to resolve it for you.

When will you hear from us?

We will send a written acknowledgement of your complaint within 3 working days of receiving your concerns.

We will inform you of:

- the name of the person who is going to deal with your complaint
- the timescales of when you will hear from Age UK Devon.

Services we offer

If you would like information on our range of services, please contact us and request a, Services We Offer, leaflet.

Find us on **Facebook** and **Twitter**.



Registered charity number 1019018
IDBBOS029 11/11