

To make a formal complaint please contact our
Complaints Officer, Christine Szygowski
Age UK Dudley
3 Dudley Court North
The Waterfront
Level Street
Brierley Hill
DY5 1XP

Tel: 01384 354510

Email: chris.szygowski@ageukdudley.org.uk

If you would like more information about Age UK Dudley please contact us:

Age UK Dudley
3 Dudley North Court
The Waterfront
Level Street
Brierley Hill
DY5 1XP

Tel: 01384 354508

www.ageukdudley.org.uk

Email: mail@ageukdudley.org.uk



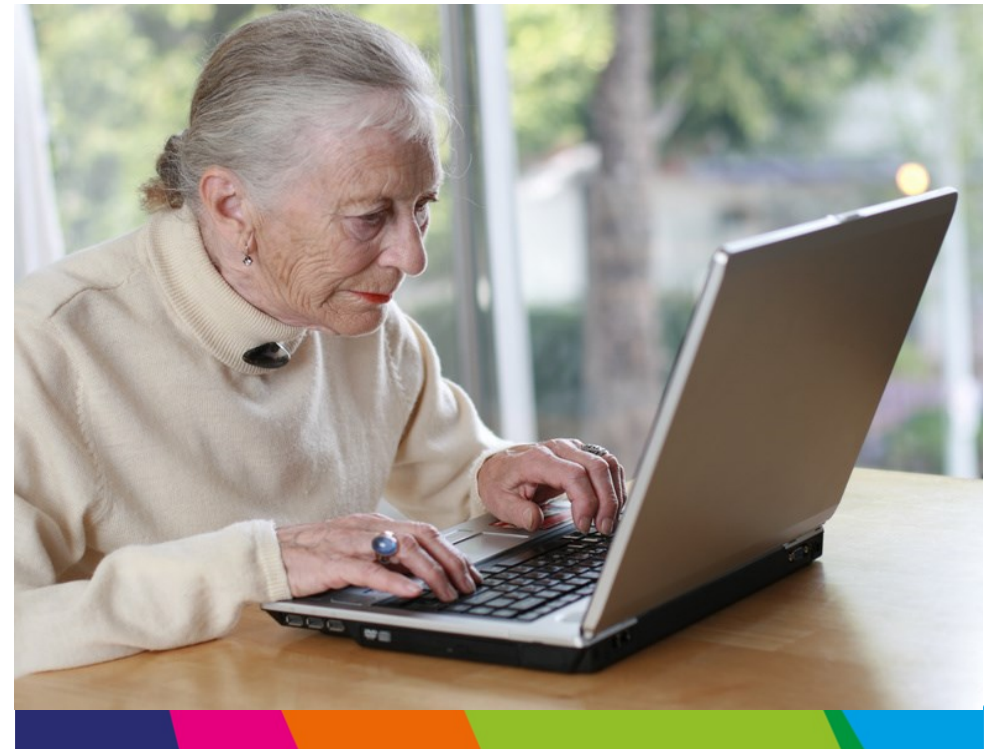
Registered charity number 1084182

August 2018



How to make a formal comment, compliment or complaint.....

Help us improve our services



Age UK Dudley works to enable people in Dudley Borough to make more of later life.

Comments, Compliments and Complaints

We welcome comments, compliments and complaints to help us improve our services.

Comments and Compliments

We seek to achieve the highest possible standards in all that we do and that involves maintaining harmonious relationships between Age UK Dudley trustees, staff, clients and volunteers who are an essential part of our activities.

If you would like to make a general comment or compliment about the service that you have received please complete the card on display and hand to a member of staff.

Complaints

Inevitably there will be occasions when difficulties arise. Sometimes people think that if they complain when they have been upset or dissatisfied, Age UK Dudley might stop helping them, but if the organisation knows of any problems we can learn from these and we can seek to put them right.

Any complaints will be taken seriously.

The complaints procedure has been written to give assurance that no client will be penalised in any way and explains how to complain and how the complaint will be dealt

Complaints Procedure

Stage 1

If you use Age UK Dudley services and you are unhappy or dissatisfied, tell your worry to a volunteer or member of staff to see if the matter can be put right (it could just be a misunderstanding). If you are a volunteer and you have a grievance or problem, or if you receive a complaint, approach a local staff member who will try to deal with it.

In most cases we hope that matters can be put right. If this is not the case the complaint then proceeds to Stage 2. Throughout the whole process you have the right to have someone assisting you, or making representation for you. This might be a friend or family member.

Stage 2

Tell any member of staff that you want to make a formal complaint and ask for their advice or help if you need it. This can be by telephone or preferably in writing to the Complaints Officer (address and telephone number overleaf) within 5 working days of the incident causing the complaint.

Stage 3

Should you be dissatisfied with the outcome of stage 2 you can ask for your complaint to be investigated by a review panel of 3 people, one of whom should be independent from outside Age UK Dudley. You will need to request this within 28 days of having received the response from Stage 2. It will be held as early as circumstances permit but within 28 days of the request being received.