

Comments, Suggestions, Complaints

Your comments and feedback about our services can help us to achieve the high standards we aim for.

Your views are important as they help us to check that we are giving the best service possible, and help us to improve our services.



This leaflet provides an overview of how our Complaints Policy works, which is available on request.

Who can make a complaint?

Anyone who:

- has received a service from us
- has been refused a service from us
- is on the waiting list to receive a service from us
- cares for someone in the above categories



You may want to tell us that we have got something wrong or could have done something better. Even if you think that your complaint is over a minor matter please tell us. It will help us to improve our services.

How do I raise an issue or make a complaint?

You can make contact with us by telephone call, letter, email or in person during office hours. If the person you need to see is not available, please ask for an appointment.

Whom should I contact?

You should try and contact the manager of the service you want to complain or comment about.

If you have a very serious complaint, or a complaint about the manager, please contact our Chief Executive Officer who will arrange for a suitable person to investigate.

If your complaint is about the Chief Executive Officer please write to the Chair of the Board of Trustees (details available on request).

How long will this process take?

We aim to deal with all complaints as quickly and fairly as we can, and to keep you informed of progress. As far as possible, we will respond within 28 days.

How does the process work?

There are three stages to the Complaints Procedure (two if the Chief Executive Officer is contacted initially).

- Informal approach

Speak to the manager of the service that you want to complain or comment about.

- Formal investigation

For a more serious complaint, or one where you don't want to speak to the manager of the service, you can submit your complaint in writing.

- Review panel

If you have been through the first two stages and are still not satisfied, you can refer your complaint to a review panel, by writing to the Chief Executive Officer within 28 days of receiving our response.

Use of the second and third stages can ensure all avenues are pursued.

Involvement of other agencies

In a situation where your complaint involves services provided by an organisation other than Age UK Enfield, or is about an employee of another organisation who is providing a service on Age UK Enfield premises, Age UK Enfield staff will offer assistance in identifying the organisation and/or person to whom the complaint should be made.

What if I'm not satisfied?

All complaints will be dealt with in the utmost confidence and in accordance with the requirements of the Data Protection Act (2018).

Age UK Enfield will seek to resolve all complaints, disputes or conflicts at the earliest stage, but exact timing for resolution is dependent upon whether or not the complaint needs to be referred beyond the first, informal stage to a second, formal stage and possibly a third and final review stage.

If you have already used the Age UK Enfield complaints process and are unhappy with the outcome you can contact the Ombudsman – details of this can be found in our complaints procedure, available on request.

Age UK Enfield provides a range of services to support, advise, connect and inspire older people in the borough.

Our services include:

- Information and Advice
- Fit for Life exercise classes
- Dementia group
- Memory club
- iCan navigation service
- Parker Day centre
- Memory care services

Support Age UK Enfield

We are a local, independent charity, responsible for raising our own funds.

Volunteer

We rely on our volunteers to continue to provide services for older people in Enfield – can you help? Get in touch to see what opportunities we have.

Fundraise

Can you help raise funds for Age UK Enfield? We need your help now more than ever. Please contact us to find out how you can help, or visit www.ageukenfield.org.uk

Legacies

Would you like to help Age UK Enfield continue to help older people by remembering us in your will? Contact us for more information on the best way to leave a charitable donation to Age UK Enfield.



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