



# Comments Compliments and Concerns

## Comments and Compliments

**Age UK Exeter aims to provide high quality services** and to be responsive to the preferences, wants and needs of older people and all those who come into contact with the organisation.

**We hope your experience of Age UK Exeter is a positive one**, and we welcome all feedback including your suggestions, comments and compliments.

**You can do this by:**

speaking or writing to your **Service Co-ordinator**,  
telephoning **reception on 01392 202092**,  
or by **writing to:**

**Age UK Exeter  
138 Cowick Street  
Exeter  
EX4 1HS**

Or you can go along to our website [www.ageukexeter.org.uk](http://www.ageukexeter.org.uk) and use the Contact Us link there.

We really value feedback, so look forward to hearing from you.

## Concerns and Complaints

**Unfortunately, things do go wrong sometimes** and this section sets out how to let us know if you have a concern or a complaint.

**If you are receiving a service from us**, the first step is to talk to your Service Co-ordinator on 01392 202092. If you are not sure who your Service Co-ordinator is please speak to reception who will be able to put you through to the right person. Tell them what your concern is, and hopefully they will be able to resolve it straight away.

**If they are unable to resolve the situation to your satisfaction**, please put your complaint in writing to **Lisa Shrimpton**, Services Manager, Age UK Exeter, 138 Cowick Street, Exeter, EX4 1HS who will fully investigate the matter and respond to you.

**If you don't feel able to talk to the Service Co-ordinator**, or you don't receive a formal service from us, but would like to let us know what your experience of Age UK Exeter has been, please contact our Services Manager by ringing 01392 202092 or emailing us on [info@ageukexeter.org.uk](mailto:info@ageukexeter.org.uk) . We will then get in touch with you to discuss your concerns.

**All concerns and complaints from service users or others** are taken seriously, listened to carefully, investigated fully where necessary, and responded to with respect and courtesy.

A copy of our Complaints Policy is available upon request.

## Find out more

If you would like any more information please contact:



**Caroline Aird**  
**Services Manager**

Telephone: **01392 202092**

Email: **info@ageukexeter.org.uk**

Address: Age UK Exeter,  
138 Cowick Street,  
St Thomas,  
Exeter EX4 1HS

### Leaving a legacy to Age UK Exeter

Changing lives, making a difference and knowing the gift in your Will really will have a big impact, are some of the outcomes your kind and thoughtful generosity will bring about.

We are reliant on donations and legacies to continue to operate our services in Exeter. Our gratitude to people who pledge a gift to help us carry on our work into the future is immeasurable. **Thank you.**