

AGE UK GATESHEAD

# FEEDBACK LEAFLET

0191 477 3559

A friend, relative or other representative can make a complaint on your behalf and we will endeavour to make arrangements for interpreting services if necessary.

Equally, if you were delighted with the service, positive feedback is also very welcome, as are any general comments.

All complaints are dealt with in confidence, and will not result in services being reduced or withdrawn as a result of a complaint.

For services funded by Gateshead Council, you can also refer any complaint to the Local Authority or another external agency/advocate.

In order to provide feedback or to discuss anything you read in this leaflet, you can contact us using the methods below.



Age UK Gateshead  
House On The Hill  
Sunderland road  
Gateshead  
NE10 9LR

Charity Reg No: 702561

email- [advice@ageukgateshead.org.uk](mailto:advice@ageukgateshead.org.uk)  
website- <https://www.ageuk.org.uk/gateshead/>

## **If you would like to provide feedback**

Age UK Gateshead is committed to continuously improving the standard of services provided, but there may be times when things go wrong. If you have a complaint or comment about the service you have received, please use the following procedures.

Firstly, contact the manager or co-ordinator of the service you have used. They should be able to deal with most issues or complaints, and will also be happy to hear positive feedback from you too.

If the service manager or co-ordinator is unable to satisfactorily resolve any complaint, please ask us for a copy of our formal Complaints procedures, which explains what other steps you can take to resolve your problem

## **Further Contact with you**

As part of our commitment to improve our services, we may from time to time send out customer satisfaction surveys or contact you by telephone to ask you about the service that you have received. Please let us know if you would prefer not to be contacted. However, your comments are valuable and could help to make our services better in the future.

## **Confidentiality**

All Age UK Gateshead services are completely confidential and we will not disclose or discussed anything about your case without your consent. If however we felt that you were putting yourself or others at risk, we may need to breach this confidentiality. We may also withdraw a service should we discover your involvement in any criminal activity, including fraudulent benefit claims.

## **Information held by us**

Due to the nature of some of our services, it may be necessary to record personal information. All information is stored and used in accordance with the Data Protection Act, and you can access this information at any time. Should you wish to see your files, please ask.

## **Audit access to files**

Some of our services are externally monitored for quality and accuracy. Occasionally, we may need to allow auditors from these bodies access to our files. This includes information we hold on you. You will be asked to give or refuse your permission in writing, by signing a consent form