

Age UK Hammersmith and Fulham Complaints Procedure

If you are unhappy with any aspect of our work, we would like to hear about it. We value all feedback, both good and bad, and welcome the opportunity to learn and improve.

How to make a complaint

Complaints should be raised within 3 months of the matter in question

Complaints should be directed to:

Operations Manager
Age UK Hammersmith and Fulham

105 Greyhound Road

London W6 8NJ

Tel: 0207 386 9085

Email: derec@ageukhf.org.uk

How we will respond

- We will treat your complaint seriously.
- Complaints made in writing will be acknowledged within 5 working days.
- If we need to make further investigations, we will confirm that we have received your complaint and seek to resolve the complaint within 20 working days.

What happens next?

If your complaint has not been resolved satisfactorily a review will be conducted internally.