

# Making a complaint



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*Getting heard and helping us get it right*  
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## **Policy Notice**

At Age UK Hertfordshire we often deal with sensitive issues. There may be a time when you wish to express an opinion or make a criticism or a complaint about a service we provide. If there are failings or room for improvement in the standard of service we provide we need to know in order to put matters right and improve our services. To enable us to do this we have a complaints procedure which is adhered to by everyone working for Age UK Hertfordshire. This procedure is designed to ensure that any complaint is dealt with fairly and thoroughly.

Age UK Hertfordshire takes complaints seriously and this leaflet is designed to explain how we deal with them.

## **How to make a complaint**

Many differences or misunderstandings can be resolved by discussing them with a member of staff in your local Age UK Hertfordshire office. If you don't feel able, or if you are not satisfied with the answers or feedback, we would request that you make a formal complaint.

The Chief Executive acts as Complaints Officer and you should address your complaints to them at the address given on the back page of this leaflet. If possible, you should write down your complaint. If this is not possible, you can make a complaint over the telephone.

# Complaints Procedure

Complaint logged and reported to Chief Executive



Chief Executive responds to acknowledge complaint within 3 days



CEO investigates complaint & either a full response is sent within 28 days or an explanation of the position given, with a full response within 3 months



Is the response satisfactory?



NO



YES



Write an appeal letter to our Chair of Trustees



Chair of Trustees acknowledges complaint, inviting you to a meeting to discuss



Chair considers action to be taken, consults with the Board and responds to the appeal within 28 days

Issue resolved



Using the complaint procedure does not stop you from asking for other help or from taking other action. Whether you make a complaint locally or through the complaints procedure, this will not affect the levels of service and support given by Age UK Hertfordshire.

Should you require a copy, a full Complaints Procedure is available on request.

## **Complaints contact details**

By post:

Chief Executive  
Age UK Hertfordshire  
1 Silver Court  
Watchmead  
Welwyn Garden City  
Hertfordshire  
AL7 1LT

Telephone: 01707 323 272

Email: [complaints@ageukherts.org.uk](mailto:complaints@ageukherts.org.uk)

[www.ageuk.org.uk/hertfordshire](http://www.ageuk.org.uk/hertfordshire)

