Your compliment, comment or complaint:

Which service are your comments about?	Please tick one of the following: Compliment ☐ Comment ☐ Complaint ☐

What comments do you wish to make?

Title:	First name:	Surname:

Address:

Postcode:	Telephone number:

Thank you for taking the time to comment . Please send your completed form to us at:

Age UK Hillingdon, Harrow & Brent
Townfield Community Centre
Townfield Road Hayes
UB3 2EL

How to Compliment, Comment or Complain



Every year Age UK Hillingdon Harrow and Brent help improve the lives of thousands of local people through a wide range of services

Our Services

We try to get our services right first time and every time and we always welcome positive feedback but occasionally, things do go wrong and when they do we also want to hear about it.

We value your feedback and use the information to help inform improvement. We take all complaints seriously.

This leaflet tells you how to comment or complain about the service you receive.

Compliments and feedback

If you have had a good experience when using our services then we would love to hear from you. This is valued information.

Positive feedback is welcomed by staff and helps us to understand when we get things right.

You can do this by speaking directly with a member of staff, writing to us using the form overleaf or by letter or email.

If you write to us we will ensure that, when specified, the member of staff and team concerned are told of your comments.

You can use the form overleaf to record your comments or complaints.

How do I pass on my comments or complaints?

You can speak to any volunteer or staff member of Age UK HHB regarding your concerns, comments or complaints.

If you would prefer to provide your comments in a letter or email, please do so. If you would prefer to speak with someone who can make a written record of your concerns for you please let us know and we will work with you to achieve this.

We will answer your concerns quickly and fairly. Your comments are import and can help us to put things right and improve services for other people.

We will treat your comments and your personal details in the strictest confidence in line with our Confidentiality Policy.

We hope that many problems can be resolved quickly and easily through a discussion with the person concerned or their manager.

What if I am unhappy with the response I receive?

Should you feel that your concerns have not been addressed through discussion with a member of staff, you can write to us to record a formal complaint.

What we will do when you contact us

If you contact us with a complaint, we will acknowledge receipt within 5 working days and undertake a thorough investigation.

If you are complaining on behalf of someone else, we may need to obtain their consent prior to investigating and responding to your concerns.

We will provide you with a written response within 25 to 40 working days. If you remain unhappy with the response you can appeal to the CEO of Age UK Hillingdon Harrow and Brent. They will provide a further written response and any decision they make will be final.

Please be assured that the services we provide to you will not be affected as a result of making a complaint.



Age UK Hillingdon, Harrow & Brent
Townfield Community
Townfield Road Hayes
UB3 2EL

Website: www.ageuk.org.uk/hillingdonharrowandbrent

Email: enquiries@ageukhhb.org.ukk

Telephone 020 8756 3040

INVESTORS IN PEOPLE
We invest in people Silver

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