



Please let us know what you think

Everything you need to know about leaving feedback, making a comment, compliment or complaint.

Comments and Compliments

AgeUK Isle of Wight is committed to providing outstanding customer service, therefore we will always listen to what you tell us as it helps to:

- Improve our service
- Celebrate what we do well
- Highlight what we could do better

If you have a comment or compliment then please fill in the form below. Alternatively, you can email, telephone or write to us. Contact details can be found on the back page of this leaflet.

Comment or Compliment

Name (Optional):

Contact details (Optional):

Service / Staff Member's / Volunteer's name:

Details of comment or compliment (please continue on a separate sheet if needed):

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Complaints

We understand there may be times when we don't get it right and you may wish to make a complaint.

AgeUK Isle of Wight wants to resolve complaints quickly, fairly and effectively. If you would like to know more about our complaints procedure then please ask any member of staff for a copy.

Definition of a complaint

A complaint is any expression of dissatisfaction with AgeUK Isle of Wight, be it relating to a service, member of staff, volunteer or any other matter.

We will:

- Acknowledge and respond to a formal complaint in writing.
- Respond within a stated period of time.
- Handle the complaint in a responsible and sensitive manner.
- Take appropriate and timely action where required.



Complaint

Name:

Contact details:

Service / Staff Member's / Volunteer's name:

Details of complaint (please continue on a separate sheet if needed):

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All comments, compliments and complaints can also be made via telephone, email, in person or via post to:

AgeUK Isle of Wight
147 High Street
Newport
PO30 1TY

Email:
infoandadvice@ageukiw.org.uk

Telephone: **(01983) 525282**