

Customer Feedback (including Comments, Concerns, Complaints and Compliments)

Age UK Islington aims to provide the best possible service.

We encourage clients, relatives and carers give us comments, concerns, complaints and compliments about the services that they receive in the knowledge that:

- They will be taken seriously.
- They will receive a speedy and effective response.
- Things will be put right and appropriate remedy used.
- Their views will inform learning and improvements in service delivery.
- There is a system for taking action to address the full range of problems, from minor difficulties to major failures.
- There will be no adverse effects on the service they receive.

Feedback is invited as part of each episode or casework support.

You can give your feedback:

- face to face
- via suggestion box
- by telephone: 020 7281 6018
- by letter: Age UK Islington, 6-9 Manor Gardens, London, N7 6LA
- via email: gethelp@ageukislington.org.uk