



What if things go wrong?



We strive to provide excellent services, but there can be times when things go wrong or customers become unhappy with the service they receive. If this happens, please let us know as soon as possible so that we can try and put things right.

How to make a complaint

- Write to the PA of our CEO at Age UK Lancashire Lifestyle Centre, Gillibrand Street, Chorley, PR7 2EJ
- Email us: admin@ageuklancs.org.uk
- By phone: 0300 303 1234
- In person to a member of staff or service manager

What to expect if you complain

- To know that the complaint will be treated in confidence.
- To have your complaint acknowledged and properly looked in to.
- To be kept informed of the progress and outcome.
- To be assured that your right to a service will not be affected because you have made a complaint.
- To not be discriminated against if you have made a complaint.

How we will handle a complaint

The complaint will be taken through a staged procedure with time scales and responsibilities for the resolution of the complaint. Records will be kept of each stage of the complaint on our secure database. Complaints are reviewed regularly and we make changes based on what we learn from the outcome.

Stage 1: Initial complaint

Often complaints can be quickly and easily resolved, so we would encourage you initially to speak to the manager of the service or to another staff member who you feel comfortable to approach. They will be happy to discuss your complaint with you and will do their best to resolve the issues, if possible.

If you have written to us with your complaint, you can expect to receive a response from us within 5 working days, either by telephone or in writing, to acknowledge receipt and to clarify any details.

If further investigation is required, we will let you know who is dealing with your complaint and when they will respond to you in writing by, with the conclusions of their research and the reasons for the outcome. This will be within 20 working days of receiving your initial complaint.

Stage 2: Further review of complaint

If you are unhappy with the outcome of Stage 1, you have 15 working days to write and ask for your complaint to be reviewed by the Chief Executive, who may delegate responsibility to a member of the Senior Management Team. The review will focus on how the Stage 1 review was handled, looking at whether it:

- Addressed the issues of your complaint.
- Adequately remedied any shortfalls in the service.
- Articulated the outcome adequately.
- Was sufficiently thorough and fair.

You will receive a response in writing to let you know the outcome within 20 working days.

Stage 3: Appeal

If you are not happy with the response at Stage 2, you can appeal directly to the CEO who will review the complaint with an Age UK Lancashire Trustee. You should write to, or email, the CEO within 15 working days of the dated written response to stage 2.

The CEO will then review the complaint with a Trustee within 30 days and respond in writing within a further 20 days of receipt. The response will detail the findings of the review and inform you what appropriate action has been taken, if any.

The decision taken at stage 3 will be Age UK Lancashire's final response.

Fundraising Regulation

As a charity, we rely on fundraising to generate income to support our work for the older people of Lancashire. Age UK Lancashire is registered with the Fundraising Regulator and adheres to the Code of Fundraising Practice. If you want to make a complaint about our fundraising practice you can contact us directly, or you can approach the Fundraising Regulator, using the details below:

Fundraising Regulator, 2nd Floor, CAN Mezzanine, 49-51 East Road,
London, N1 6AH
t: 0300 999 3407
www.fundraisingregulator.org.uk

Head office: Wellbeing Centre, Moorgate, Ormskirk, L39 4RY
T: 0300 303 1234 E: admin@ageuklancs.org.uk
www.ageuklancs.org.uk



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This leaflet forms part of the Age UK Lancashire 'Capturing customer feedback procedure'