

Confidentiality, Data Protection and our Information Governance:

We collect information about our service users and customers for our own recording and reporting purposes which is made anonymous before such use.

Age UK Lewisham & Southwark complies with the Data Protection Act 2018 and its revisions. Records of all complaints will be kept for at least one year after the complaint is resolved or dealt with. The Chief Executive or senior managers will review complaints files annually to identify trends and ensure appropriate action is taken to achieve ongoing improvements.

Age UK Lewisham & Southwark will not pass on any personal information about you to any other organisation without your specific informed and written consent, unless it is a life -threatening situation, for you or for our workers.

You have the right to ask about and see any information that we may hold about you, and what we use it for. In specific circumstances, the General Data Protection Regulation 2018 allows organisations to charge a fee and Age UK Lewisham & Southwark reserves the right to do so. For more information on your rights around your data, please request further information from any member of staff.

'Improving life for older people in Lewisham and Southwark'

Age UK Lewisham and Southwark is a registered charity (No. 296862) and company limited by guarantee. Registered in England and Wales No. 2118525. Registered Office: Stones End Centre, 11 Scovell Road, Southwark, SE1 1QQ

Complaints, Compliments and Comments



Age UK Lewisham and Southwark is committed to providing the best possible service. Complaints, compliments and comments are welcomed and looked on as helping us to improve our services.

Compliments: Please let us know if you think we are getting it right. Compliments are very valuable to let our volunteers and employees know that we are succeeding.

Comments: You may find there are areas of our work, or services that we provide, where your thoughts and comments about our work can help us.

Complaints: If you are not happy with any aspect of any service from Age UK Lewisham & Southwark please tell us as soon as possible after the event, as complaints are much more easily dealt with at that time.

How to Give Comments & Compliments

Call us on 020 7701 9700

Write to us at:

Age UK Lewisham & Southwark
Stones End Day Centre
11 Scovell Road,
London
SE1 1QQ

Email us on information@ageuklands.org.uk

How to make a Complaint

We hope that any problems you may experience can be cleared up quickly to your satisfaction, by talking to the volunteer or employee with whom you have been dealing. If you are not satisfied with the answer or if you do not feel it is appropriate to discuss your complaint with that person, please make a formal complaint by:

Email: complaints@ageuklands.org.uk

Post: FAO: Director of People – Complaints,
Stones End Centre,
11 Scovell Road,
London
SE1 1QQ.

Tel: 020 7701 9700

The Process

AUKLS will acknowledge your complaint within 5 working-days and carry out an investigation. The target time for completing the investigation is 20 working days, although sometimes it can take longer, and any delay will be explained.

“I am unhappy with the response to my complaint”

If you are unhappy with the response to your complaint you should write to the Chief Executive, at the address below within 14 days:

Email: complaints@ageuklands.org.uk

Tel: 020 7701 9700

Post: FAO CEO - Private & Confidential, Stones End Centre, 11 Scovell Road, London SE1 1QQ