

## ‘Making a Complaint’ Form

We set high standards for all the services we offer and our aim is to meet those standards all of the time. We don't always get it right and when we don't and you have a complaint we want you to tell us.

If you have a complaint about us then please see our **‘Making a Complaint’ Policy and Procedure**. Anybody who wishes to make a formal complaint can do so either in writing by letter or by requesting, or accessing on our website ([www.ageuk.org.uk/lindsey](http://www.ageuk.org.uk/lindsey)) a copy of the **‘Making a Complaint’** form or by requesting the form in writing from our Head Office at **Age UK Lindsey, The Old School House, Manor House Street Horncastle. LN9 5HF**

The form below should be completed, signed and posted to our Head Office at the above address, marked for the attention of the Chief Executive Officer or completed and attached to an e-mail to [info@ageuklindsey.co.uk](mailto:info@ageuklindsey.co.uk)

OFFICE USE ONLY:

<b>Person dealing with complaint:</b>
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<b>Date received:</b>
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### Details of Person or Persons making Complaint

Title: \_\_\_\_\_

First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Email: \_\_\_\_\_

Contact number: \_\_\_\_\_

Address: \_\_\_\_\_

What are the details of your complaint; What date did it happen? Who was involved and what is the nature of your complaint?

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Have you brought this to our attention before?

- Yes
- No

If so, who did you speak to? \_\_\_\_\_

Please tell us what you feel should/should not have happened?

Please tell us what you would like us to do now?

Is it alright to contact you using the personal details you have given?

- Yes
- No

If so, how would you prefer to be contacted?

- Email
- Telephone
- Letter

**Please note:** There some complaints that cannot be investigated because they have been made anonymously; directly to Board Member/s, based on previous complaints or do not directly relate to AUKL products, services or people.