

Compliments, Comments, Suggestions & Complaints

We value all feedback from our clients and constantly strive to provide high quality services to older people in the Borough of Merton.


Receiving compliments, comments, suggestions and complaints allows us the opportunity to review services / activities and make appropriate improvements where possible. It gives you the opportunity to actively influence what is provided and make improvements.


If you wish to pay a compliment, have a suggestion for improvement, or you are unhappy with any aspect of our service and wish to make a complaint you can do this a number of ways:

- Speak to one of the Age UK Merton staff
- Fill out one of our feedback cards in reception
- Write to us at Age UK Merton, Elmwood Centre, 277 London Road, Mitcham, CR4 3NT
- Call on 020 8648 5792
- Email our CEO: chiefexec@ageukmerton.org.uk

A copy of our complaints policy can be found on our website or you can ask for a copy of this at reception.

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