

# 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](mailto: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.**

 /AgeUK Merton/

 @Ageukmerton

 /Ageukmerton/

# Want to help us to shape our new 'Ask Us Anything' service? Why not join our focus group?

## What is a focus group?

It is a group of clients and volunteers from Age UK Merton that would meet to discuss pre-agreed topics that will help shape the future of Age UK Merton specifically our Ask Us Anything Service.

## What would we talk about?

Specific topics would be discussed which could include:

- Providing feedback or giving ideas to help us develop Ask Us Anything
- Providing feedback on marketing materials that we would like to implement or currently use
- Discussions around forms that are used with clients

## What kind of commitment would this be?

We meet up four times a year in our conservatory between 3pm – 4pm and share afternoon tea and biscuits.

## How do I join?

Ask to speak to the Ask Us Anything Manager.

## Do I have to attend every focus group?

You wouldn't have to attend every meeting but we would love it if you chose to.

---

**Address:** Elmwood Centre, 277 London Road, Mitcham, CR4 3NT  
**Tel:** 020 8648 5792 | **Email:** [info@ageukmerton.org.uk](mailto:info@ageukmerton.org.uk)  
**Website:** [www.ageukmerton.org.uk](http://www.ageukmerton.org.uk)



**LOTTERY FUNDED**