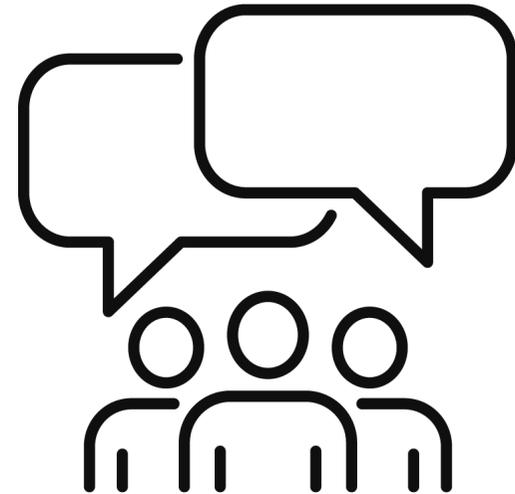


Your Voice Matters

*How to share Feedback
or Make a Complaint*



This short guide explains:

- Why we want to hear from you
- The different ways you can give feedback
- How to raise a concern or make a complaint
- What happens next and how we will respond



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www.ageuk.org.uk/midmersey

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 Mid Mersey
ageUK
Let's change how we age

0300 003 1992

enquiries@aukmm.org.uk

At Age UK Mid Mersey, your experience matters to us.

We want every person who uses our services to feel listened to, respected and supported.

Your feedback - positive or negative - helps us understand what we are doing well and how we can improve.



Why Your Voice Matters

Your feedback helps us:

- Improve the quality of our services
- Understand what you value and what you need
- Put things right if something goes wrong
- Recognise and thank staff who have done a great job

We are committed to offering the best possible service, and we welcome all feedback - good or bad. You will never be treated unfairly for raising a concern or complaint.

Different Ways You Can Tell Us What You Think

✓ Compliments

If you are happy with the support you received, please tell us. Compliments help us recognise good practice and motivate our staff and volunteers. We make sure these comments are passed on to the right people.

✓ Comments or Suggestions

You may want to suggest improvements or tell us about something that didn't feel quite right. This is called a representation or comment.

Examples include:

- Suggestions for how a group activity could be improved
- Feedback on how easy (or difficult) it was to access a service
- General comments about your experience

We promise to listen and respond as quickly as possible

✓ Concerns or Complaints

A complaint is when you feel something has gone wrong and you want us to look into it formally.

This could be about:

- A delay in receiving a service
- Something a staff member or volunteer did or didn't do
- The quality of care or support
- Anything else that left you unhappy with our service

Complaints can be made by:

- You
- A family member
- A carer
- A friend or advocate
- Another service provider or member of the public

If you need help to make a complaint, we are happy to support you.

How to Give Feedback or Make a Complaint

You can contact us in any of these ways:

- Speak to any member of staff or volunteer
- Phone us on 0300 003 1992
- Email us at enquiries@aukmm.org.uk
- Write to us at Age UK Mid Mersey
- Ask someone to help or speak for you
- Fill in a Comments and Complaints Form (staff can help you complete it)

What Happens When You Raise a Concern or Complaint?

① First Step – Informal Resolution (Stage 1)

If you raise a concern, the staff member who knows you best will try to put things right straight away. Many issues can be sorted quickly and informally. If you still feel unhappy, you can ask for your concern to be treated as a **formal complaint**.

② Formal Complaint (Stage 2)

Once you make a formal complaint:

- We will acknowledge your complaint within 5 working days
- A manager will look into what happened
- We will aim to respond to you in writing within 20 working days
- If the issue is more complex, we may need more time, but we will keep you updated
- We will explain our findings and any actions we will take to put things right

You may ask an advocate, friend, or family member to support you throughout.

③ If You Are Still Unhappy – Appeal (Stage 3)

If you are not satisfied with the outcome, you can appeal.

- You have 28 days to request an appeal
- A review panel (including at least one Trustee who has not been involved before) will meet within 10 working days
- You will be able to share your side of the story
- The panel will give you a decision and we will confirm it in writing
- Their decision is final
- If it remains unresolved, an independent adjudicator may be involved (though the organisation cannot be legally bound by their decision)

How We Use Your Feedback

Your feedback helps us to:

- Improve our services
- Fix problems
- Learn from mistakes
- Celebrate good practice

All complaints are recorded and reviewed by our Senior Leadership Team and Trustees to help us improve over time.

We're Here to Listen

We know it isn't always easy to speak up, but we genuinely want to hear from you. Your views help shape the services you receive and ensure that Age UK Mid Mersey continues to provide safe, supportive and high-quality care.

How to Contact Us:

 0300 003 1992

 enquiries@aukmm.org.uk

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