

# Complaints and Compliments

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**Please tell us what you think**



# Complaints

**We want you to receive the highest possible standard of service provided by polite, knowledgeable staff and volunteers delivered in a timely manner whenever you contact our organisation.**

We are always keen to learn from members of the public who use our services and to use this feedback in order to make necessary changes and improvements to our services.

## What is a complaint?

A complaint is an expression of dissatisfaction, either written or spoken. It may be made by an individual, group or professional if they are not satisfied by the way that they have been treated by our organisation.

Whilst we do everything possible to ensure that you are happy with our services, we recognise that sometimes we may not get it right.

Please be assured that all complaints will be dealt with confidentially, fully and fairly.

## What to do if you have a complaint

**If you have a complaint relating to a matter which arose within the last six months then please ask any member of staff for a copy of our Complaints Procedure.**

- This sets out in full the four-stage process we have for dealing with complaints and explains clearly the ways in which you can complain to us and share them with others

**For more information on any of our services, please call us on**

**0115 844 0011**

**or visit us at**

**[www.ageuknotts.org.uk](http://www.ageuknotts.org.uk)**



# Compliments

## What is a Compliment?

A compliment is an expression of thanks or appreciation for something that our organisation has done. We are keen to hear compliments so that we can feed these back to the staff and teams concerned or perhaps adopt a particular good idea more widely across our charity.

## If you have a compliment

Please use the space below to provide us with the details. This form may be handed in to any staff member, or returned to The Lifestyle Centre at the address shown on the back of this leaflet. If preferred you may email us: [info@ageuknotts.org.uk](mailto:info@ageuknotts.org.uk).



### Name (optional)

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### Your contact details (optional)

.....

### Service used / Staff members name (if known)

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### Details of compliment

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Thank you for taking the time to offer us feedback



Age UK Nottingham & Nottinghamshire enhances the quality of life and promotes the health & wellbeing of all older people.

We are the largest local independent charity providing a wide range of services for older people from all communities and backgrounds in the city and county.

Last year we helped over 42,000 older people

### **We are proactive, we transform lives, but you make it happen!**

Your support enables us to create a world in which older people flourish – free from poverty, discrimination and disadvantage.

We have the experience, the expertise and the will to do so.

But to bring this to fruition, we need your help.

- Please help support us financially
- Please donate your time as a volunteer
- Please donate your unwanted goods

### **Age UK Nottingham & Nottinghamshire takes a zero-tolerance approach to abuse of any kind**



### **We champion equality and diversity.**

We recognise and value individual differences and treat people fairly with respect.

**For more information on any of our services, please contact us:**

**Age UK Nottingham & Nottinghamshire**

**16-18, Bridgeway Centre,  
Nottingham  
NG2 2JD**

**t: 0115 844 0011**

**e: [www.ageuknotts.org.uk](http://www.ageuknotts.org.uk)**

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