

Complaints and Compliments

.....
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.



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

0115 844 0011

or visit us at

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 Bradbury House at the address shown on the back of this leaflet. If preferred you may email us at info@ageuknotts.org.uk.



Name (optional)

Your contact details (optional)

Service used / Staff members name (if known)

Details of compliment

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.

In 2017 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.

Get in touch to discover how you may be able to support us.

Age UK Nottingham & Nottinghamshire

Bradbury House, 12 Shakespeare Street, Nottingham, NG1 4FQ

t 0115 844 0011

e info@ageuknotts.org.uk

www.ageuknotts.org.uk

 @ageuknotts

 facebook.com/ageuknotts

Funders, partners and accreditations:



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

This leaflet is sponsored by:



**Scooters & Wheelchairs,
Stairlifts, Beds & Riser-chairs
and much more...**

www.advantagemobility.co.uk

or visit us at:

The Lifestyle Centre
16-18 Bridgeway Centre,
Nottingham. NG2 2JD
0800 0248 975