

Withdrawing a complaint

If you change your mind about pursuing a complaint, you are free to withdraw it at any time.

More information

For more information on the complaints process and your legal rights, please contact us at the address overleaf.

Making Suggestions

We are committed to involving people in how we design and deliver our services and activities. If you want to get involved in sharing ideas and suggestions, speak to a member of staff or write to us at the address on this leaflet.



Head Office
10 Church Lane
Oldham
OL1 3AN

Phone
0161 633 0213

Email
complaints@ageukoldham.org.uk

Website
www.ageukoldham.org.uk

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**Making Complaints,
Comments or Suggestions**
We would like to hear from you



Your views count

Age UK Oldham is committed to delivering its services in a way which meets the individual needs of people and is based on sound principles of equality and non-discrimination.

To help us do this, we need to know when you feel something is wrong or could be improved. We welcome your complaints, comments, feedback and suggestions to help us improve.

If you have a complaint we will try to deal with it quickly and efficiently and, we hope, to your satisfaction.



You can bring a friend or advocate, and/or an interpreter to help or represent you at any meetings you attend.

Making a Complaint

1. The first step

Talk or write to us about your concerns. You can contact any member of staff at the address on the back of this leaflet. We will try to resolve the matter with you as soon as possible and will contact you to confirm the result within 28 working days.

Complaints of a more serious nature, will be reported at once to the Service Manager who will attempt to resolve the matter to the satisfaction of all parties.

2. Taking it further

If you are still dissatisfied, please send your complaint in writing to the address given on the back of this leaflet.

When received, the Chief Executive will acknowledge its receipt in writing within five working days and appoint an Investigation Officer.

The Investigation Officer will interview everyone relevant to the complaint and make their recommendations to the Chief Executive, who will write to you within 28 days to let you know the outcome of the investigation. Details of how to appeal will be given should you be unsatisfied by the result.

3. Seeking an appeal

If you are still unhappy, contact us within 28 days. Please include any new information to support your case.

The Chief Executive will then form an Appeals Committee consisting of the Chairman and two Trustees of Age UK Oldham.

The Chief Executive will present all the information about the complaint and the investigation.

You will be invited to attend an appeal hearing. A friend or advocate can accompany you if you wish, but if no-one is available the Chief Executive can arrange for an independent advocate.

The Committee will, in most cases, make an immediate decision but always within three days of the hearing. The Chairperson will give you a verbal and written response.

4. Final appeal

If you are still dissatisfied with the decision a further appeal may be lodged with the Chief Executive who will appoint an independent arbitrator whose decision / recommendations will be final.