

## 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](mailto:complaints@ageukoldham.org.uk)

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

Age UK Oldham is a Registered Charity  
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Approved by YL



**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.



## Making a Complaint

### 1. The first step

You can contact us using the details on the back of this leaflet. We will acknowledge receipt of the complaint within 5 working days.

The Investigating Officer will interview everyone relevant to the complaint and make their recommendations to the Chief Executive.

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.

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

### 2. Seeking an appeal

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

The Chief Executive will then form an Appeals Committee consisting of the Chairperson 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.

### 3. 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.