

**For Office Use Only**

**Log No:**

Has this complaint been resolved at service level (Informal Complaint)

YES  NO

If YES please write date informal complaint resolved and detail below:

Send completed form to Age UK Plymouth, Astor Drive, Mount Gould,  
Plymouth, PL4 9RD

**Age UK Plymouth is registered as Plymouth Age Concern a  
registered Charity No 281820 and company limited by guarantee.  
Registered in England & Wales No 1499927.**

Version: Nov 2018



## Have Your Say

### Suggestions - Compliments Complaints

Age UK Plymouth takes user satisfaction very seriously and believes everyone involved with its services has the right to express their views. This is your opportunity to let us know what we do well or what we could do better.

Age UK Plymouth, Astor Drive, Mount Gould,  
Plymouth, PL4 9RD

Enquiries@ageukplymouth.org.uk

[www.ageukplymouth.org.uk](http://www.ageukplymouth.org.uk)

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## Suggestions, Compliments and Complaints:

If you are particularly pleased with any of our services, or wish to make a suggestion about how a service or activity could be improved, please let us know either by speaking directly to the service manager or in writing to “Customer Services” at the address on the front of this booklet. If however you are dissatisfied with any service received, you have the right to make a complaint.

### Making an Informal Complaint

If you are not satisfied with any Age UK Plymouth service, you can make an informal complaint to the service manager. This means telling them that you are not satisfied, and explaining what the problem is. The service manager will investigate your complaint and will work to solve the problem to your satisfaction. If you are satisfied that the service manager has investigated your complaint appropriately and has solved the problem, the matter is closed.

### Making a Formal Complaint

If the service manager does not solve the problem to your satisfaction, you can make a formal complaint. This means putting your complaint in writing to the address on the front of this booklet. Your complaint will be responded to within 10 working days, or, if this is not possible, you will be notified when you can expect an answer. If you are satisfied with the response to your complaint, the matter is closed.

### Not Satisfied with our Response?

If you are not satisfied with the outcome your complaint, you can appeal against the decision to the Chief Executive of Age UK Plymouth. Your appeal will be considered within one month and the final decision outcome will be sent to you within 20 working days.

If the service is funded by the Local Authority and you are unhappy with outcome of your complaint, you can contact:

**Customer Relations Team at Plymouth City Council**

**Ballard House, West Hoe Road, Plymouth, PL1 3BJ**

**Tel: 01752 668000**

**Email: [enquiries@plymouth.gov.uk](mailto:enquiries@plymouth.gov.uk)**

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## Recording your Suggestions, Compliments or Complaints

**Full Name:**

**Your Address:**

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**Post Code:**

**Daytime Telephone No:**

**Email:**

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**My Suggestion/ Compliment / Complaint is: (Continue on a separate sheet if necessary)**

**Signed:**

**Date:**

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