

How to make a comment, compliment or complaint

Tell us what you think – you can contact us in the following ways:

- **By phone on:** 023 9286 2121
- **By writing to:** The Comments, Compliments & Complaints Team
Age UK Portsmouth, The Bradbury Centre
16-18 Kingston Road, Portsmouth PO1 5RZ
- **In person:** at the address above
- **By using our Comments, Compliments and Complaints form** at the back of this booklet
- **By sending an e-mail** to enquiries@ageukportsmouth.org.uk
- **On our website** – www.ageuk.org.uk/portsmouth

We welcome *all* feedback

Comments

We would like to hear from you if you have a suggestion on how we can improve our service. You can fill in the form at the back of this leaflet or tell a member of staff.

Compliments

If you are happy with any part of the service you receive please tell us. You may write to us, fill in the form at the back of this leaflet or tell any member of staff. We will record your views and pass them on to the people involved.

Complaints

We aim to provide the best possible service to customers. However, if we get it wrong, we want to know about it and will try to put things right as quickly as possible.

Our aim

We take complaints very seriously. While we try to provide a good service, we know that sometimes things go wrong. We have developed a complaints procedure in response to this.

We aim to sort out complaints quickly and fairly and we will try to sort out any mistake or misunderstanding straight away. Sometimes it may take a little longer, but we will tell you how long it will take.

What we learn from complaints

We keep records of all the complaints we receive and monitor them regularly. This helps us to:

- identify areas of service where we need to make changes and improvements; and
- make sure we are dealing with complaints effectively and consistently.

What should I do if I am not happy with one of your services?

Stage one

The people who can best deal with a complaint are those who provide the service. You should speak or write to the service manager or contact the Reception Team (details are above) and let them know what the problem is. We can usually sort out mistakes and misunderstandings quickly and informally at this stage.

We will acknowledge your complaint in three working days. We will investigate your complaint and we will respond within 10 working days. If we cannot do this, we will let you know when you can expect a reply.

Our response will include details of who to complain to if you are not happy with the response at stage one. If you are still not sure who to contact, you can talk to the Comments, Compliments and Complaints Team. Their details are on page one.

What should I do if I am not happy with this response? Take your complaint to stage two.

Stage two

If you are not happy with the service manager's reply, you can complain to the head of service. It is best to let the head of service know which parts of our response at stage one you are not happy with.

We will investigate your complaint and the head of service will respond to you within 15 working days. An investigation may take longer than this but if it does we will explain the reasons why and let you know when you can expect a full reply.

In our response to your stage two complaint, we will provide contact details for the Chief Executive's Office – you will need to contact them if you are not happy with our response.

What should I do if I'm still not happy? Take your complaint to stage three.

Stage three

If you're still not happy, you can contact the Chief Executive's Office. They are independent of the service you are complaining about and can carry out a full review of your complaint. It will help the investigation if you explain why you are not satisfied and what you expect from a further review. The Chief Executive's Office will reply within 20 working days. They will let you know if there are any delays.

What if I am still not happy?

If you are not satisfied with the way we handled your complaint, you can contact the Board of Trustees. You can complain to the Board of Trustees at any time, but they will usually refer your complaint back to us if you have not used our complaints procedure.

You can contact the Board of Trustees at:

Age UK Portsmouth
The Bradbury Centre
16-18 Kingston Road
Portsmouth PO1 5RZ

Our customer promise

If you think we have broken our promises, or you feel we've made a mistake, we take that very seriously.

- We'll make sure you know how to make your voice heard through our complaints procedure
- We train our staff so they know how to deal with your complaint
- We will acknowledge your complaint within three working days
- We will respond fully within 10 working days for a first-stage complaint, 15 working days for a second-stage complaint and 20 working days for a third-stage complaint
- We will investigate your complaint thoroughly and without taking sides
- We will keep your complaint confidential and be fair to everybody involved
- We will let you know the progress of your complaint
- We will apologise when we've made a mistake, and immediately take steps to fix the problem
- We will learn lessons from where we've gone wrong to make sure we don't make the same mistakes in the future.

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About you (you do not have to fill in this section if you don't want to)

Name

Address

Postcode

Phone number

Email address

If you are contacting us on behalf of someone else, please tell us their name

I am making a: Comment Compliment Complaint

Is your complaint: A general complaint? About harassment? About discrimination?

About your comment, compliment or complaint

Which service does your comment, compliment or complaint relate to?

Have you contacted us about this issue before? Yes No

If you have contacted us previously, please tell us the name of the person you dealt with

What is your comment, compliment or complaint? Continue on a separate sheet if necessary.

What action would you like us to take?