**QUALITY MATTERS**

Age UK Redbridge, Barking & Havering is committed to providing high quality services to older people. Our staff and volunteers are expected to be courteous and helpful and to treat all our service users as individuals.

If you are unhappy with the way we have dealt with you, or dissatisfied with any aspect of our work let us know so we can put it right!

Equally we would like to hear from you if you are pleased with the service you have received. Please use the space below to let us know what you think – what we are doing well! What are we not doing so well? It is your feedback that enables us to improve our services to meet your needs.

**MAKING A COMPLAINT WILL IN NO WAY PREJUDICE YOU IN FUTURE REQUESTS FOR AGE UK REDBRIDGE SERVICES**

|  |
| --- |
| Your comments:  Name (optional):  Address and /or Tel (optional): |



Complaints

Compliments

and Comments

|  |
| --- |
| 4th Floor,  103 Cranbrook Raod  Ilford, IG1 4PU  **Phone: 020 8220 6000**  Email: [admin@ageukrbh.org.uk](mailto:admin@ageukrbh.org.uk)  Website:www.ageukrbh.org.uk |

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**Registered Office as above.Charity No.1088435**

**MAKING A COMPLAINT**

**WHERE DO I START**

**Step One:** - **The Informal Approach**

Most complaints can be resolved quite simply by discussing your problem with a member of staff. In the first instance, talk the problem over with the person responsible for providing our services to you. You will be surprised what an informal chat can achieve.

Your complained will be recorded in a complaints book which, where possible, both you and the member of staff should sign.

On occasion it might not be possible or desirable to settle your issues locally, or you might not be satisfied with the answer you receive. In this case you may want to make a more formal complaint and you will need to proceed to step two.

## WHAT HAPPENS NEXT?

### Step Two: - The Formal Approach

The procedure for making a complaint is not complicated. Just write a letter to, or telephone, the director stating your complaint and the steps you have taken previously to resolve your complaint

When we receive a complaint we will send you a letter confirming that the complaint is under investigation and giving you a date by which you can expect a reply (this will normally be within 28 days)

If you are still unhappy with the reply you receive you can go to the final stage of the process, a review panel. You can request a Review Panel by writing or telephoning the Director

**STILL NOT HAPPY?**

**Step Three: - the Review**

A Review Panel is made up of 3 people, of whom at least one will be an Age UK Redbridge, Barking & Havering Trustee and one not connected with Age UK Redbridge, Barking & Havering. The Panel will meet within 28 days of receiving the request for a review and will hear your complaint and our response to date.

You can attend to present your case and you can bring a friend or a relative along with you.

The Panel will write to you within 7 days of the hearing, giving its recommendations. The Panel's decision is final.

## Home Support Service Users only:

If Home Support Service users encounter any problems or difficulties with the service which cannot be resolved by discussing the matter with their personal Home Support Worker, they should use the official complaints procedure described in this leaflet. To initiate this ring Kelly Walsh, Registered Manager, on 020 8220 6000 or write to her at:

Age UK Redbridge , Barking & Havering 4th Floor, 103 Cranbrook Road

llford IG1 4PU

If the complaint is not resolved internally to the service user's satisfaction they may contact the **Care Quality Commission** at the following address:

Care Quality Commission

CQC London Region

Citygate House Gallowgate

Newcastle Upon Tyne, NE1 4PA

03000 616161