

# Making a comment, compliment or complaint



# Your views help us to maintain and improve our services

---

## **Introduction**

At Age UK Rotherham we work hard to provide you with the best possible service. We provide a variety of services and support to thousands of people every year and we aim to ensure that they meet the highest quality standards. Feedback that helps us to achieve this high standard is always welcome.

Compliments and positive feedback are valuable, welcome and important to us.

We hope you never need to complain about Age UK Rotherham or the services we provide. But, if you feel we have fallen short of the standards you expect, please let us know so that we can try to put things right. The 'Making a complaint' section of this leaflet tells you what to do.

## **Giving feedback and making a comment or compliment**

We want to know what you think we do well and hear your suggestions about how we can make things even better. Your feedback helps us to make improvements, celebrate the things we do well and highlights the things we could improve on.

If you have received good customer service from a member of our team please let us know so we can tell them too.

## **How do I give feedback, comment or make a compliment?**

You can call us on 01709 835 214, write to us at Age UK Rotherham, Galax Business Centre, Eastwood Trading Estate, Fitzwilliam Road, Rotherham S65 1SL or email [feedback@ageukrotherham.org](mailto:feedback@ageukrotherham.org)

## **Making a complaint**

We work hard to provide excellent services but there can be times when things go wrong or customers become unhappy with the service they receive. If this happens please let us know as soon as possible so we can try to put things right. To help us to deal with your complaint effectively please tell us what has happened, when and how it happened and what you would like us to do to put it right.

## **How we deal with your complaint**

### **Stage 1: Informal**

We hope that the majority of complaints can be resolved informally so please speak to the person who provides your service or to their line manager. If your complaint cannot be resolved or is not suitable to be resolved at Stage 1 it will go to Stage 2.

### **Stage 2: Formal**

Formal complaints must be made by email or letter. Please mark your complaint 'Private and Confidential' and either send a letter to our Complaints Officer at the address on the back page or email [feedback@ageukrotherham.org](mailto:feedback@ageukrotherham.org) Once we have received your complaint we will send you an acknowledgement within five working days, giving details of the proposed investigation and when you can expect a response from us; it should take no longer than 20 working days. If it does take longer we will let you know why within the 20 day period. We will write to you with the outcome of your complaint when the investigation is complete.

### **Stage 3: Appeal**

This is the final stage in our complaints procedure. If you are not satisfied with the outcome from Stage 2 you can write to the Chair of Trustees at Age UK Rotherham to have the decision reviewed. The Chair will acknowledge your appeal within 10 working days and appoint someone to investigate the complaint on behalf of the Board of Trustees. The Chair will write to you within 28 days of the date of the initial reply to inform you of the outcome.

## **Keeping a record of your complaint**

Age UK Rotherham records complaints and compliments and the Board of Trustees receive information at their meetings on the number of complaints and compliments received and any actions we have taken as a result of these.

## **Who can complain?**

Anyone who comes into contact with trustees, staff and volunteers from Age UK Rotherham can make a complaint. This includes carers and people with care needs, families and friends of carers, other voluntary groups, statutory agencies and any other member of the public. A carer, friend or relative or advocate can complain on your behalf. If you make a complaint on behalf of someone else you must have that person's permission before you make the complaint. We will treat your complaint in confidence and handle it in a responsible and sensitive manner. Please be assured that your right to a service will not be affected because you have made a complaint and you will not be discriminated against if you have made a complaint.

## **What are the timescales for making a complaint?**

Complaints should normally be made within six months of the matter happening or six months from the date you became aware of it. We may be able to accept complaints outside of this timescale if there are good reasons and if it is still possible to investigate the complaint effectively and fairly.

**Age UK Rotherham**, Galax Business Centre, Eastwood Trading Estate, Fitzwilliam Road, Rotherham S65 1SL

For more information call

**01709 835 214**

email **[feedback@ageukrotherham.org](mailto:feedback@ageukrotherham.org)**

or visit **[ageuk.org.uk/rotherham](http://ageuk.org.uk/rotherham)**