

How will you learn from my complaint?

The service manager will share an anonymised version of your complaint and our response with their teams. If things need to be changed, or the need for extra staff development or training has been identified, they will make sure that this happens.

Our Senior Management Team and our trustees will also receive regular reports that include a brief, anonymous summary of each complaint, our response and any changes that were made. This will help us to identify any trends that may occur and help us to decide if changes need to be made across the organisation.

For more information please call

01743 233 123

email enquiries@ageukstw.org.uk

or visit www.ageukstw.org.uk

Age UK Shropshire Telford & Wrekin
Bellstone, Shrewsbury SY1 1HX

Age UK Shropshire Telford & Wrekin is a charitable company limited by guarantee and registered in England and Wales
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Complaints policy



At Age UK Shropshire Telford & Wrekin we actively encourage all forms of feedback to ensure that our services are of the highest possible standard.

We want to provide services that get it right first time and every time. However, when things go wrong we want to make sure:

- it is easy for you to make a complaint;
- that your complaint will be dealt with quickly;
- that you are treated with respect at all times;
- that we learn from every complaint received.

How can I make a complaint?

You can make a complaint:

- in person: at any of our facilities by speaking to any of our staff or volunteers
- by telephone: call our Shrewsbury office on **01743 233 123**
- in writing: send your letter to
**Age UK Shropshire Telford & Wrekin,
Bellstone, Shrewsbury SY1 1HX**
- by email: send your complaint to
enquiries@ageukstw.org.uk

How will you deal with my complaint?

Your complaint will be recorded and your details will be kept confidentially and securely.

All complaints, no matter how they are received, will be acknowledged within five working days.

One of our service managers will investigate your complaint and respond to you within 20 working days from the above date. If you're not satisfied with their response, we'll let you know what further steps you can take.

If your complaint is about our Chief Executive, instead of being contacted by a service manager, our Chair of Trustees will respond to you. This won't affect the speed at which we deal with your complaint.

If your complaint involves allegations of criminal behaviour, we will inform our Chief Executive (or Chair of Trustees) immediately and the police may be asked to investigate.

If adult safeguarding is identified as an issue, we may refer the matter to the relevant local authority for further investigation.