

Your comment or complaint:

Which service are you commenting about?

What comments do you wish to make?

Contact details (optional)

Title: First name: Surname:

Address:

Postcode:

Tel: Date:

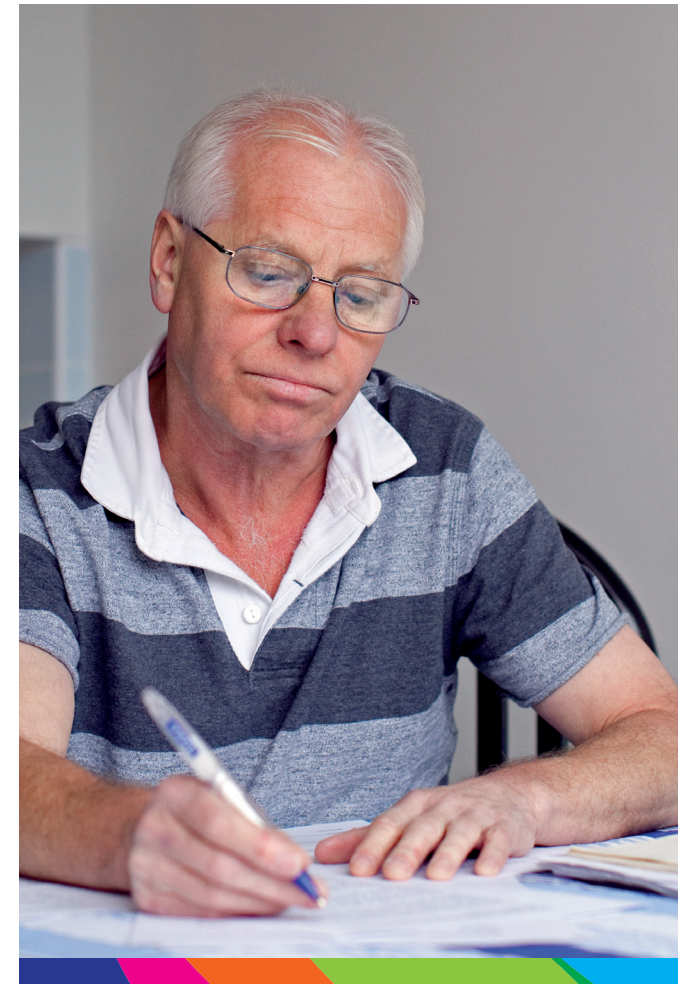
Thank you for taking the time to comment on the service we provide. Please send your completed form to:

Age UK Shropshire Telford & Wrekin

3 Mardol Gardens, Shrewsbury, Shropshire SY1 1PR



How to comment or complain about our services



Every year Age UK Shropshire Telford & Wrekin helps to improve the lives of thousands of local people through a wide range of services.

Our services

- We help in people's homes
- We run day centres and pub lunch clubs
- We support people with advocacy and benefits advice
- We connect people through parish and neighbourhood links
- We have 850 volunteers providing over 90,000 hours of their time.

We try to get our services right first time and every time and we always welcome positive feedback. But occasionally things go wrong, and when they do we also want to hear about it.

We will answer your concerns quickly and fairly. Your comments are important and can help us to put things right and improve services for other people.

We will treat your comments and your personal details in the strictest confidence in line with our Confidentiality Policy.

This leaflet tells you how to comment or complain about the service you receive.

How to pass on your comment or complaint

You can speak to any volunteer or staff member of Age UK regarding your concerns, comments or complaints. Many problems are solved in this way simply by a discussion with the person concerned or their local manager.

If you wish to write to us or send an email, our postal and email addresses can be found overleaf. Alternatively you may wish to speak to someone, in person or on the phone and our number is also opposite. You can also use the tear-off slip on this leaflet. If you would prefer, you can ask a relative, friend, carer or other organisation to contact us on your behalf.

What we will do when you contact us

If you contact us with a complaint, we will acknowledge receipt within 5 working days and endeavour to resolve it immediately. We will ask the relevant manager to investigate and provide you with a response within 20 days. If you are not satisfied with the response, we will ask a Senior Manager not involved in the service in question to review your case and respond to you within 20 days of letting us know. At all times we will keep you informed about where we are in the process.

If you remain dissatisfied with our response, you can ask us to set up an Appeal Panel. This will consist of Trustees of Age UK Shropshire Telford & Wrekin and will be established within 20 days of you telling us you wish to appeal. We will provide a written response within 30 days of the panel meeting.

Please use the form overleaf to record your comments or complaints

Feel free to continue on a separate piece of paper if necessary.

Age UK Shropshire Telford & Wrekin

3 Mardol Gardens
Shrewsbury SY1 1PR

t 01743 233 123

e enquiries@ageukstw.org.uk

www.ageukshropshireandtelford.org.uk