

Comments, complaints & Compliments



Age UK South Cumbria always aim to provide the best possible service to the local older people of South Cumbria.

We value your feedback, whether it is a complaint, suggestion, or a compliment about the services we provide as a charity. This helps us to make ongoing improvements to the services we offer here at Age UK South Cumbria.

Comments, Complaints and Compliments.

- Please either return the completed 'COMMENTS FORM' at the end of this document in a pre-paid envelope and mark it FAO the 'Complaints Officer' for complaints or 'Feedback Officer' for all other matters to:

Age UK South Cumbria
17 Finkle Street, Kendal, LA9 4AB

- You can simply email us on:
admin@ageuksouthcumbria.org.uk
- You can call us on **030 300 30003**

Comments and Compliments

- A member of our team will aim to acknowledge comments and compliments, where applicable, as soon as possible.

What to expect if you submit a Complaint

- You will receive a prompt and clear response.
- Your complaint will always be treated in strict confidence.
- We will keep you fully informed of the progress of your complaint in addition to the eventual outcome.
- Your right to any service provided by Age UK South Cumbria will never be impacted if you make a complaint.
- You will not be subject to discrimination of any form if you make a complaint.

How will your complaint be handled

- Your complaint will go through a multi-stage procedure involving several members of staff before it reaches the eventual resolution stage. A complete log of this procedure will be kept at every stage and stored on our secure database.

Stage 1: Making a Complaint

In many cases, complaints can be resolved quickly with a simple conversation. As such, we encourage you to first speak to either the manager of the service with which you have a complaint, or to another staff member whom you feel comfortable approaching with your issue. They will do their best to resolve any issues you might have, wherever possible.

Alternatively, if you have submitted a complaint in writing, you should expect to receive a response from Age UK South Cumbria within 3 working days. This response will either be in writing or via telephone – you may request that your response be one or the other in your written complaint. This response will initially be to acknowledge receipt of your complaint and to get any necessary clarification about the details of the issue.

If your complaint requires further investigation than a single conversation can provide, we will ask for you to fill out a “Comments, Suggestions & Complaints” form for us to review.

We aim to send a letter of acknowledgement back to you within 3 days, before arranging a

formal meeting with you and conducting a full internal investigation.

When this process is complete we will inform you in writing with the conclusions of the investigation and the reasons for the outcome. We will also keep you informed of the progress of this investigation throughout the process.

Stage 2: Appealing a Complaint

If you are not happy with the response from Age UK South Cumbria at the conclusion of the first Stage, you will have the opportunity to respond. If the complaint cannot be resolved internally at this stage, we will provide advice on how to approach an appropriate external authority, such as the local government Ombudsman or the Financial Ombudsman Service. Full contact details for the relevant point of contact will be provided to you, as well as the time limits to register your complaint.

Head Office Address:

Age UK South Cumbria, 17 Finkle Street, Kendal,
LA9 4AB

Phone: 030 300 30003

Email: admin@ageuksouthcumbria.org.uk

Website: www.ageuk.org.uk/southcumbria/

Registered charity number: 1141415



COMMENTS FORM

*Please include key dates/times, places and names as appropriate.
Use the back of the form if extra space is required.*

Your Details

Name Postcode

Address

Email

Phone Mobile

Your Comments:

Your Comments:

Please be assured that, in accordance with Data Protection, Privacy, Electronic Communications (Amendments etc. (EU Exit) Regs. 2019, your information will be held securely and will not be shared with a third party without your express permission. The information you give us will be used to deal with the issue you have highlighted and for no other purpose.

We keep a record of complaints, suggestions and compliments, and may use these to inform ongoing service development. We may use quotes in publicity materials but these are quoted anonymously.

Age UK South Cumbria Ltd is a registered charity, No. 1141415, and a company limited by guarantee, No. 07540805

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