

What to Do if Things Go Wrong



Age UK South Lakeland always aims to provide the best possible service. However, things can always go wrong, or a service may not be delivered in the way that best suits a client. If such a case ever arises, please let us know as quickly as possible, so that we can do our best to set things right.

How to Make a Complaint

- Call us on 030 300 30003
- Email us at admin@ageuksouthlakeland.org.uk
- Speak to a member of staff in person
- Complete an online form available on our website

What to Expect if you Complain

- 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 Lakeland 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 we Will Handle a Complaint

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 Lakeland within 5 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 Lakeland 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.

For more information, you can download a copy of our full Complaints policy, a Complaints Form, and find further details on our website at:

www.ageuk.org.uk/southlakeland/about-us/comments-suggestions.

Head Office Address:

Age UK South Lakeland, Kendal Shop, 17 Finkle Street, Kendal, LA9 4AB

Phone: 030 300 30003

Email: admin@ageuksouthlakeland.org.uk

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

Registered charity number: 1141415

