

Please use this section to send us as many details as possible about your Comment, compliment or Complaint.

**This is a (select one):**

comment    compliment    complaint

**Please send to:**

The Chief Executive  
Age UK Stockport  
Commonweal  
56 Wellington Street  
Stockport SK1 3AQ

Name

Address

Postcode

Telephone number

Date

***For further information***

The Chief Executive  
Age UK Stockport  
Commonweal  
56 Wellington Street  
Stockport SK1 3AQ

**t** 0161 480 1211

**e** [info@ageukstockport.org.uk](mailto:info@ageukstockport.org.uk)



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# Comments Compliments and Complaints



Age UK Stockport has an excellent record of working with people throughout the Borough. To help us maintain and continue to improve this record it we need to hear from you.

### **Comments**

From time to time you may wish to comment on our work. For example, are there other ways we could be doing things? Please let us know.

Your comment will be discussed with the most appropriate member of staff. We may need to contact you to clarify the details. Where appropriate your comment will be taken into account and may well influence the way Age UK Stockport is organised or delivers its services. We will contact you to keep you informed.

### **Compliments**

It can be the best encouragement for members of our team to receive an appreciative word or a compliment. Let us know if we are doing things right, as it helps us to make sure we keep doing it.

We will make sure that your compliment is passed to the people who are involved so that they know their work is appreciated.

### **Complaints**

Occasionally things do go wrong and when they do it helps us to know about it. Often there has been a misunderstanding and complaints can be sorted out quickly through discussion and understanding. We will listen carefully to what you are saying and we will do our best to sort out your complaint positively and at the earliest possible stage.

Sometimes it may not be possible to sort out your complaint at this early stage or you may not be satisfied with the answer you receive. If so each complaint will be taken seriously and fully and confidentially investigated; in accordance with the Age UK Stockport Complaints Policy and quality standards.

If your complaint cannot be resolved to your satisfaction you should indicate your wish to make a formal complaint using the Age UK Stockport Complaints Policy.

### **Age UK Stockport Complaints Procedure**

A complaint made to a member of staff it will be recorded and you will be asked to sign the record. It will be sent to the Chief Executive immediately. If you feel unable to complain to the people involved please put your complaint in writing directly to the Chief Executive (see details overleaf). Either way you will receive a written response within seven days, acknowledging receipt and confirming that your complaint is being investigated. After investigation you will receive a response, within 14 days, or an explanation if it is to take longer.



If you are not satisfied with the written response a Complaints Panel will be established involving two Trustees of the organisation, and if need be an Appeal Panel, which may be independent if deemed appropriate.

All of the arrangements, procedures and timetable will be communicated to you throughout the process, and you will be able to be accompanied by a person of your choice. Confidentiality will be observed throughout.