

Although Age UK Suffolk and all its staff and volunteers aim to provide information, services and support in a friendly and effective way, there may be times when things go wrong.

Our complaints procedure helps us to deal with the concerns of our users in a consistent way, to identify areas in which new policies and initiatives might be developed and to improve the overall quality of our service and support. It also gives us the opportunity to record compliments and suggestions about our work.

The procedure is intended to be easy to use, fair and straightforward in order that no-one is deterred from making a complaint.

About Age UK Suffolk

- ◆ We are a local independent charity working with senior citizens and those who care for older people.
- ◆ We provide advice, information, advocacy and a range of services to support frailer older people and their carers.
- ◆ Our aim is that later life should be a fulfilling experience regardless of personal circumstances.
- ◆ We believe in the rights of all older people as full and equal citizens able to influence those things that affect their lives in our society.
- ◆ Age Concern Suffolk has now become Age UK Suffolk, the local partner of Age UK, the new force combining Age Concern England and Help the Aged.

The Chief Executive can be contacted by writing to:

Age UK Suffolk
14 Hillview Business Park, Old Ipswich Road,
Claydon, IPSWICH IP6 0AJ

(The full version of the Complaints Procedure may also be obtained from this address)



Comments, Compliments and Complaints

***Could we have
served you better?***

Who can complain or comment?

The procedure can be used by any person or organisation to make a complaint or comment about Age UK Suffolk, its services, staff or volunteers.

What can the complaint or comment be about?

- ◆ Any aspect of the work of Age UK Suffolk
- ◆ Any activity undertaken by Age UK Suffolk
- ◆ Any service provided by Age UK Suffolk
- ◆ The conduct of any person employed by, volunteering or working on behalf of Age UK Suffolk.

Making a comment or paying a compliment

If anyone wishes to make a comment on any aspect of Age UK Suffolk's work or to compliment the charity in general, or any particular member of staff or volunteer, this can be done by completing the form within this leaflet or simply asking for the comment or compliment to be recorded and passed to the relevant Service Manager or directly to the Chief Executive (address on the back of this leaflet).

Responding to complaints

Informal Process - It is hoped that in most cases the complaint can be dealt with in an informal way. The informal process will normally be completed within 15 working days and includes:

- ◆ A written complaint will normally be acknowledged within 3 working days of receipt and be passed to the most appropriate person, usually the manager for that area of work.
- ◆ A telephone complaint will, wherever possible, be dealt with by the person receiving the call. It may be passed to a colleague if it is more appropriate for that person to deal with the complaint.

Formal Process - If the complainant is unhappy with the outcome of the informal process or the matter is more serious and they wish to make a formal complaint, then the formal process is as follows:

The formal complaint must be in writing, marked 'Confidential' and sent to the Chief Executive at the address on the back of this leaflet. (Except where the complaint directly concerns the Chief Executive, in which case you should write to the Chair of the Board of Trustees, Age UK Suffolk at the same address marked 'private and confidential / to be opened by the addressee only').

- ◆ An acknowledgement will normally be sent within 3 working days of receipt.
- ◆ The matter may be referred by the Chief Executive to the relevant Senior Manager, who has responsibility for that area of work.
- ◆ That manager will investigate the complaint and normally provide a report to the Chief Executive within 20 working days of receipt of the complaint.
- ◆ A full report will be forwarded by the Chief Executive to the complainant within 30 working days of receipt of the complaint.

Review/Appeal

If the formal complaint is not resolved to the satisfaction of the complainant, they may ask for a review within 10 days.

- ◆ The request for a review must be in writing and addressed to the Chair of the Board of Trustees.
- ◆ An acknowledgement of the request will be sent within 3 working days of receipt.
- ◆ A panel appointed by the Chair of the Board of Trustees (which may include an independent person) will normally meet within 30 working days of receipt.
- ◆ The Chair of the Board of Trustees will normally write to the complainant within a further 10 working days.



Comments, Compliments & Complaints

Have you already contacted someone within Age UK Suffolk about this situation? YES / NO

If yes, please tell us who this was and when you contacted them.

Please use the remaining space to provide any further details / information you may think is useful.

Signed

Dated

If you would like to make a comment, compliment or complaint about one of Age UK Suffolk's Services or an employee, volunteer or Trustee, please complete this form with as much detail as possible and send it to the Chief Executive, Age UK Suffolk, 14, Hill View Business Park, Old Ipswich Road, Claydon, IP6 0AJ marked 'Private and Confidential'. Where the Chief Executive is involved, please address your envelope to The Chair, at the same address, marked 'Private and Confidential / to be opened by addressee only'

Your Name			
Your Address			
Contact Number and e-mail	Home:	Mobile:	
	E-mail:		
Please indicate which is your preferred means and time of contact	Home	<input type="checkbox"/>	Mobile <input type="checkbox"/>
	E-mail	<input type="checkbox"/>	
	Time	
Service user's name (if different)			
Service user's address (if different)			
Service user's phone numbers (if different)	Home:		
	Mobile:		

Are you making a:

Comment Compliment Complaint

Details: (Please provide as much information as possible, e.g. date, name of those involved, location etc.)

Details continued...

What action are you expecting Age UK Suffolk to take in relation to the information provided on this form?