If you wish to share a suggestion, compliment, concern or a complaint please complete the details below:

Optional:

Name:	 	
Address:	 	

Telephone Number:
Email Address:

Please return marked **confidential** to: Director Age UK Sunderland The Bradbury Centre Stockton Road Sunderland SR2 7AQ

Still dissatisfied with the final response?

If for any reason complainants are not satisfied with the outcome of their compliant they will still have the right to follow the Adult Services Complaints Procedure and may contact them at – Complaints Manager – Adult Services, Complaint & Feedback Team, Civic Centre, Burdon Road. SR2 7DN. Tel: 0191 561 1078. Email: complaints.adults@sunderland.gov.uk



Help **us** to help **you**

Your feedback is important – let us know what you think

Let us know what you think about the service we provide. Whether you want to:

- Make a compliment
- Offer a suggestion
- Share a concern or complaint

Age UK Sunderland is committed to providing you with **high quality services**. You can help us to continually improve by telling us what you think.

If you have compliment, suggestion, concern or complaint you can talk to any member of staff, volunteer or share via the following:

- Complete the section on the back of this leaflet and leave in one of our suggestion /comment boxes.
- Complete the online form at https:// www.ageuk.org.uk/sunderland/aboutus/compliments-and-complaints/
- Telephone us on 0191 514 1131
- Write to us at Age UK Sunderland Bradbury Centre, Stockton Road, Sunderland, SR2 7AQ

Make a suggestion

All suggestions will be fed up to senior management to consider when planning and looking at improving services.

A compliment

Your compliment will be forwarded to the appropriate service area. If it relates to a specific employee, we'll tell them.

A concern or complaint

Staff are encouraged to try to resolve a problem quickly. Whenever possible the complainant should discuss their concern with a member of staff or a volunteer.

If individuals are unhappy about doing this, or are dissatisfied with the outcome after they have spoken with a staff member or volunteer – individuals can make a complaint to the **Complaints Officer**.

The **Complaints Officer** is the Director of Age UK Sunderland.

What happens next?

We can only consider complaints about events which occurred within the last 12 months; we cannot deal with complaints that have already had a full response. When a complaint is received it will be investigated thoroughly. Written acknowledgement of a complaint will be provided within 7 days.

Investigating the complaint may take time and is likely to involve discussing the complaint with the Complaints Officer. If a meeting is necessary, the complainant may be accompanied by someone to support or represent them.

We will try to complete the investigation and write to the complainant with the outcome within 28 working days of receiving the complaint.

Dissatisfied with the response to your complaint?

If the complainant does not agree with the Complaint Officer's decision they can ask for the matter to be considered by a **Review Panel**. The Review Panel will consist of members of Age UK Sunderland's Board of Trustees. There will be a hearing of the complaint at which the complainant and a representative should be present.

The Review Panel will decide within 24 hours what recommendations to make and write to the complainant with the outcome within 7 working days.