

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/about-us/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.