

## **Compliments, Comments, Suggestions or Complaints**

Age UK Sunderland strives to provide high quality services and activities for all older people throughout the City of Sunderland. We want you to be satisfied with our services and your compliments, comments, suggestions and complaints are helpful to us. We want to know when things are going well, as well as when things go wrong.

### **How do I make a compliment, comment, suggestion or complaint about a service I have received from Age UK Sunderland?**

You can do this verbally, by email, telephone, letter, card, to a member of staff or volunteer or you can complete the form provided below.

### **Why would I need to complain?**

As we know sometimes things can go wrong - mistakes can be made, people may be unhelpful or insensitive, there may be actions or comments which are unacceptable. When these things happen we need to know about them.

### **What to do next**

It is always best to try to resolve a problem quickly. Whenever possible, you should discuss your concern with a member of staff or a volunteer.

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

The Complaints Officer is the Director of Age UK Sunderland.

You, or a person of your choice, can write down your complaint, using this form provided below.

Once your written complaint is received you will receive written acknowledgement within 7 days. The complaint will be investigated thoroughly. This may take time and is likely to involve discussing your complaint with the Complaints Officer. At this meeting, you may be accompanied by someone to help or represent you.

We will try to complete the investigation and write to you within 28 working days of receiving your complaint.

**What to do next if you are still unhappy.**

If you do not agree with the Complaints Officer's decision you 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 your complaint at which you and your representative should be present. The Review Panel will decide within 24 hours what recommendations to make about your complaint.

We hope that you will feel comfortable coming to us and that any complaints will be dealt with fairly. You still have the right to follow the Adult Services Complaints Procedure and you 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](mailto:complaints.adults@sunderland.gov.uk)

**Age UK Sunderland**

Bradbury Centre  
Stockton Road  
Sunderland  
SR2 7AQ  
Telephone: **0191 5141131** Fax: **0191 5670378**  
Email: [enquiries@ageuksunderland.org.uk](mailto:enquiries@ageuksunderland.org.uk)

[www.ageuksunderland.org.uk](http://www.ageuksunderland.org.uk)

Reg. Charity No. 1086995

**If you wish to make a compliment, comment, suggestion or complaint about any aspect of the services provided by Age UK Sunderland, please complete the details below.**

Your Name: \_\_\_\_\_

Your Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone/Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Have you discussed your compliment, comment, suggestion or complaint with a member of staff?

**Yes/No**

If possible, please give the names of the member of staff or volunteer you have spoken to.

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