



Social Prescribing
Sutton

Tell us what you think

Compliments, complaints and concerns

There are many other ways to share your thoughts with us.

Whatever you want to tell us, be it something positive, an observation or a problem, you can do so in any of the following ways:

- By phone on: **020 8078 0002**
- By writing to:
**Social Prescribing Sutton,
c/o Age UK Sutton
Sutton Gate
1 Carshalton Road
Sutton SM1 4LE**
- In person at the above address above
(drop-in Monday to Friday, 9am to 5pm
or make an appointment)
- By using this form and returning it to us
- By sending an email to **info@ageuksutton.org.uk**
- By the Online Contact Form on Age UK Sutton's
website: **www.ageuk.org.uk/sutton/contact-us**

Social Prescribing Sutton is a service commissioned by Sutton's Primary Care Networks. Age UK Sutton (charity no.1085875) is the host delivery partner and contract holder.



Social Prescribing Sutton is committed to continuously improving our work and the way we do things. The feedback we receive through comments, compliments and complaints helps us do just that.

We welcome all feedback

We want to hear your experiences and thoughts of our services, our staff and volunteers, our work and how we do things. Were you disappointed with a service you received from us? Pleased with the help a staff member or volunteer gave? Would you have preferred we did something else?

We want to know! Any and all feedback we receive is valuable, helping us to learn and improve as a charity and as individuals.

Compliments

If you are happy with the service you receive from us (including from an individual staff member or volunteer),

do let us know so we can keep up the good work. We use your feedback to recognise teams, staff members and volunteers for their excellent work.

Complaints and concerns

We aim to provide the best possible service. However, if we get it wrong, we want to know about it: not only so we can try to put things right, but also to learn from our mistakes, so we can improve and be better.

Making a complaint does not affect your access to our services. We have processes in place to make sure complaints are dealt with in a confidential and sensitive way that does not discriminate against anyone.

What would you like to tell us?

Continue on a separate sheet if necessary

Your details (We will only use your details with respect to your feedback. We will not use them for anything else.)

Name:

Address and postcode:

Tel:

Email:

Is it OK for Social Prescribing Sutton to contact you about your feedback?

Yes that's fine No please don't contact me

You do not have to give us your details if you don't want to. However, this may affect our ability to address your feedback, particularly complaints. Any personal information you provide is stored and processed in accordance with our Privacy Policy, further information of which can be found by visiting www.ageuk.org.uk/sutton/privacy-policy or by contacting Social Prescribing Sutton using the details overleaf.