

Your Voice Matters

Help Us Improve Our Services

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At Age UK Westminster, we are committed to providing high-quality services that make a positive difference to older people. Your comments, suggestions, compliments and complaints help us understand what we are doing well and where we can improve. Whether your experience has been positive or you think we could do something better, we would like to hear from you.

How Can You Give Feedback?

- Speak to a member of our staff or volunteer.
- Telephone our office.
- Email us.
- Write to us.
- Complete one of our feedback cards.
- Ask a family member, friend or advocate to give feedback on your behalf.

There is no right or wrong feedback – we welcome it all.

What Happens Next?

- Listen carefully to what you tell us.
- Treat you with respect and courtesy.
- Keep your information confidential where appropriate.
- Investigate concerns fairly.
- Respond as quickly as possible.
- Use your feedback to improve our services.

Making a complaint will not affect the support or services you receive from us.

Compliments

If a member of staff or volunteer has made a difference to you, please let us know. Your kind words help us recognise and celebrate excellent service.

Suggestions

We are always looking for new ideas to improve our services for older people in Westminster.

If You Are Unhappy

1. Tell the member of staff or manager involved.
2. If the issue cannot be resolved, you can make a formal complaint.
3. If you remain dissatisfied, you may request that your complaint is reviewed in line with our Complaints Procedure.

Contact Us

Age UK Westminster
Beethoven Centre
Third Avenue
London W10 4JL
Telephone: 020 3004 5610
Email: enquiries@ageukwestminster.org.uk

Thank You

Your feedback helps us provide better services for older people across Westminster. Together, we can continue to improve the support we provide to our community.

