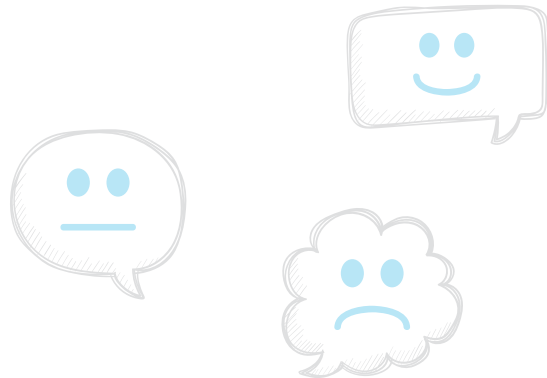


# Comments and Complaints Form

Use this form to make any comments about our services

Name	
Address	
Telephone No.	

Please give details in the space below



Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

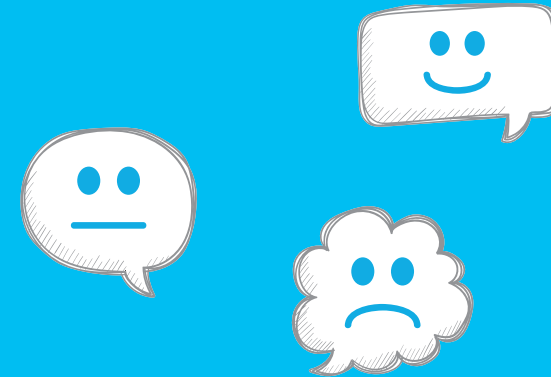
Tick this box if you would like us to contact you to discuss your comments

This form should be returned to any Age UK Wirral venue or posted to the address on the front of this leaflet



# Are we getting it right?

## Tell **US** how we are **DOING**.



*Do you have a compliment, suggestion or complaint?*

**“We want to know what the people who use our services and activities *THINK!*”**

Devonshire Resource Centre  
141 Park Road North, Birkenhead,  
Wirral. CH41 0DD

Tel: 0151 482 3456  
Fax: 0151 488 7808  
Email: [enquiries@ageukwirral.org.uk](mailto:enquiries@ageukwirral.org.uk)

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

Registered Charity No. 1034510

Updated June 2018

## What do we want to know about?

We need to know about the things which you feel we do well and the things which you perhaps feel that we do not do so well.

We aim to get things right but sometimes we do not always manage it: if this is the case then please tell us so that we can put it right.

Your comments help us to decide which services to provide in the future, and help us to see where we can make any improvements.

## How can you tell us?

Either fill in the form at the back of this leaflet or contact the member of staff responsible for the relevant service (contact details opposite).

All comments, whether positive or negative, will be taken very seriously.

If you feel the need to complain and your complaint cannot be resolved immediately we have a procedure which we will follow - details are available from any member of staff.

## Who should you contact?

Please contact the person responsible for the service concerned, as shown on the next page - all our staff will be happy to discuss your comments with you.

### Health & Activity Hub

Barbara Cook

**Head of Health & Activity**

### Stanhope Court & Devonshire Days

Julie Rooney

**Head of Care Services & Registered Manager**

### Ask Us Wirral

Dawn Reck

**Partnership Manager**

### Charity Shops & Fundraising

Malcolm Mottershead

**Head of Business**

### Services Department

Jenny Paton

**Deputy CEO**

### Reception, Administration & Volunteering

Sue Sanford

**Personal Assistant to Chief Executive**

All enquiries

**Tel: 0151 482 3456**

If you have a complaint about the standard of care Age UK Wirral is providing, you may wish also to contact Wirral Council Department of Adult Services on 0151 606 2006 or The Care Quality Commission on 03000 61 61 61