

Please use this section to send us in as much detail as possible, your comment, compliment or complaint.

Select one:

Comment  Compliment  Complaint

For which service? (I&A, Foot Care, etc...)

Please return to:

Age UK Wyvern,  
Bank House,  
7 Shaw Street,  
Worcester,  
WR1 3QQ.

Name:

Address:

Postcode:

Telephone:


Date sent:

Do you consent to Age UK Wyvern storing your Personal data in order to respond to this comment, compliment or complaint?


Yes  No

### Contact us

#### Herefordshire

 0333 0066 299

#### South Worcestershire

 01905 724294 | 01684 560666

#### Email

 [info@ageukwyvern.org](mailto:info@ageukwyvern.org)

#### Website

 [www.ageukwyvern.org](http://www.ageukwyvern.org)

Age UK Worcester, Malvern Hills & Hereford Localities, trading as Age UK Wyvern, is a registered charity (1114859) and company limited by guarantee, registered in England and Wales (05688674).  
Head office: Bank House, 7 Shaw Street, Worcester, WR1 3QQ.



# Comments, Compliments & Complaints



*Age UK Wyvern has an excellent record of working with people. To help us maintain and continue to improve this record it we need to hear from you.*

## Comments

From time to time you may wish to comment on our work. For example, are there other ways we could be doing things? Please let us know.

Your comment will be discussed with the most appropriate member of staff. We may need to contact you to clarify the details. Where appropriate your comment will be taken into account and may well influence the way Age UK Wyvern delivers its services.

## Compliments

It can be the best encouragement for members of our team to receive an appreciative word or a compliment. Let us know if we are doing things right, as it helps us to make sure we keep doing it.

We will make sure that your compliment is passed to the people who are involved so that they know their work is appreciated.



## Complaints

Occasionally things do go wrong and when they do it helps us to know about it. Often there has been a misunderstanding and complaints can be sorted out quickly through discussion and understanding.

We will listen carefully to what you are saying and we will do our best to sort out your complaint positively and at the earliest possible stage.

Sometimes it may not be possible to sort out your complaint at this early stage or you may not be satisfied with the answer you receive.

If so, each complaint will be taken seriously and fully and confidentially investigated; in accordance with the Age UK Wyvern Complaints Policy and quality standards.

## Complaints policy

Age UK Wyvern will approach all complaints with a positive attitude and regularly review such complaints in order to look at ways of improving service or avoiding adverse situations in the future.

A complaint made to a member of staff will be recorded, acknowledged and investigated. You will receive a written response within five days, acknowledging receipt and confirming that your complaint is being investigated.

After investigation you will receive a response, within 28 days, or an explanation if it is to take longer.

If you are not satisfied with the written response, a Complaints Panel will be established to review the procedure, investigation and appropriate any decision taken. All of the arrangements, procedures and timetable will be communicated to you throughout the process.

You can read our full [complaints policy here](#).

