

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:

Wyvern House,
Portland Road,
Malvern, WR14 2TA.

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

Telephone

 0333 0066 299

Email

 info@ageukwyvern.org

Website

 www.ageukwyvern.org

Age UK Wyvern is a registered charity (1114859) and company limited by guarantee, registered in England and Wales (05688674).



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

Informal complaints

Informal complaints received in person or over the phone should be dealt with immediately. For complaints received either by email or letter, the complainant should be contacted within 3 working days.

Formal complaints

Should the informal resolution not conclude the complaint, the complaint should be escalated to the Formal Complaints Resolution Process. Complainants should be contacted within 5 working days to discuss the detail of their complaint and receive the outcome of any necessary investigation within 28 working days.

Appeals

On receiving the outcome of the formal complaint investigation, complainants will be informed of their right to appeal. Appeals must be made in writing within 5 working days addressed to the Chief Executive Officer (CEO).

Read our full [complaints policy](#) on our website.

