**What to do if you have a complaint**

Age UK Bristol (AUKB) aims to provide the best possible service to everyone who contacts us – but we don’t always get it right. If you are not satisfied with the service you receive, please don’t hesitate to tell us. We will do our best to put things right and we will also review the way we do things to try to ensure that the same problem doesn’t happen again.

We want to hear from you.

**Informal Complaints**

We welcome your comments and feedback. You can make an informal complaint in person, over the phone, or in writing.

If possible, we suggest that you make your complaint to the staff member that you were working with. They will try to put things right and bring up any issues with senior management.

If you wish to complain in person, you are welcome to bring a friend or adviser with you to help explain your point of view.

You can also ask to speak to our Manager on Duty to voice your complaint or concern.

If you wish to complain in writing, you can send an email or letter to the address below.

**How Do I Make A Formal Complaint?**

If you are not satisfied with the informal complaint process, you can make a formal complaint. We ask that all formal complaints be made in writing, you may use the form below or you can write a letter or email if you prefer. Our contact details are;

Postal address: Age UK Bristol

Canningford House

38 Victoria Street

Bristol

BS1 6BY

Email address: admin@ageukbristol.org.uk

Telephone: 0117 9297537

**The Complaints Process**

1. To start with, please make your formal complaint in writing to the relevant Service Manager. They will respond to your complaint within 10 working days.
2. If you are still dissatisfied, or if you don’t wish to write to the Service Manager, you may write to the Chief Executive. They will respond to your complaint within 10 working days.
3. If you are still dissatisfied, we will invite you write to the Chair of our Board of Trustees. The Chair will call together a panel made up of them and two other trustees and will arrange for you to have a meeting with them to discuss your complaint. The panel will endeavour to meet you within 20 working days of when you contacted the Chair of the Board of Trustees. The outcome of the meeting will be communicated to you within 10 working days of the meeting. Their decision is final.

**Complaint Form**

Your name:

Your address:

Your telephone number:

Which of our services are involved in your complaint?

Please provide further details of your complaint:

What would you like to see happen as a result of making this complaint?

Please post or email this form to –

Postal address: Age UK Bristol

Canningford House

38 Victoria Street

Bristol

BS1 6BY

Email address: admin@ageukbristol.org.uk