

## **How to make a Comment, Compliment or Complaint**

Tell us what you think -you can contact us in the following ways:

- **By phone on:** 01228 536673
- **By writing to:** AGE UK North Cumbria  
20 Spencer Street  
Carlisle,  
CA1 1BG
- **In person:** at the address above
- **By using our “Client Feedback Form – All Services”**
- **By sending an e-mail to** [Admin@ageuknorthcumbria.org.uk](mailto:Admin@ageuknorthcumbria.org.uk)
- **On our website-** [www.ageuk.org.uk/carlisleandeden](http://www.ageuk.org.uk/carlisleandeden)

We welcome **all** feedback

### **Comments**

We would like to hear from you if you have a suggestion on how we can improve our service. You can fill in the form at the back of this leaflet or tell a member of our team.

### **Compliments**

If you are happy with any part of the service, you have received please tell us. You may write to us, fill in the form at the back of this leaflet or tell any member of our team.

### **Complaints**

We aim to provide the best possible service to customers. However, if we get it wrong, we want to know about it and will try to put things right as quickly as possible.

### **Our aim**

We take complaints very seriously. While we try to provide a good service, we know that sometimes things go wrong. We have developed a complaints procedure in response to this. We aim to sort out complaints quickly and fairly and we will try to sort out any mistake or misunderstanding straight away. Sometimes it may take a little longer, but we will tell you how long it will take.

### **What we learn from complaints**

We keep records of all the complaints we receive and monitor them regularly. This helps us to:

- Identify areas of service where we need to make changes and improvements; and
- Make sure we are dealing with complaints effectively and consistently.

## **What should I do if I am not happy with one of your services?**

If you think we have broken our promises, or you feel we've made a mistake, we take that very seriously and have set out the steps to take below:

### ***Stage one***

The people who can best deal with a complaint are those who provide the service. You should write to the Service's Line Manager. We can usually sort out mistakes and misunderstandings quickly and informally at this stage.

We will acknowledge your complaint in three working days. We will investigate your complaint and we will respond within 10 working days. If we cannot do this, we will let you know when you can expect a reply. Our response will include details of who to complain to if you are not happy with the response at stage one.

**What should I do if I am not happy with this response?** Take your complaint to stage two.

### ***Stage two***

If you are not happy with the Line Manager's reply, you can complain to the Deputy CEO. It is best to let the Deputy CEO know which parts of our response at Stage One you are not happy with. We will investigate your complaint, and the Deputy CEO will respond to you within 15 working days. An investigation may take longer than this but if it does, we will always explain the reasoning why and let you know when you can expect a full reply. Our response will include details of who to complain to if you are not happy with the response at stage two.

**What should I do if I'm still not happy?** Take your complaint to stage three.

### ***Stage three***

If you're still not happy, you can contact the Chief Executive Officer. They are independent of the service you are complaining about and can carry out a full review of your complaint. It will help the investigation if you explain why you are not satisfied and what you expect from a further review. The Chief Executive Officer will reply within 20 working days. They will let you know if there are any delays.

## **What if I am still not happy?**

If you are not satisfied with the way we have handled your complaint, you can contact the Board of Trustees. You can complain to the Board of Trustees at any time, but they will usually refer your complaint back to us if you have not used our complaints procedure.

You can contact the Board of Trustees at the address provided on Page 1.

You have the right to seek independent support from an alternative Information and Advice Organisation.

## Client Feedback Form All Services

Having recently received help or assistance from Age UK North Cumbria, we would be grateful if you could take the time to complete the below Client Feedback form. This will help us to monitor and develop all our services to ensure they are meeting your needs.

**1. How did you hear about Age UK North Cumbria?**

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**2. How did you initially contact Age UK North Cumbria?**

Telephone	<input type="checkbox"/>
Letter	<input type="checkbox"/>
In Person	<input type="checkbox"/>
Other	<input type="checkbox"/>

**3. Please circle which services you would like to provide feedback for?**

- |                               |                  |                     |
|-------------------------------|------------------|---------------------|
| <b>Information and Advice</b> | <b>Well@Home</b> | <b>Home Support</b> |
| <b>Social Engagements</b>     | <b>Shops</b>     | <b>Rolling on</b>   |
| <b>Handyperson</b>            | <b>Other</b>     |                     |

**4. Please tell us what you thought of the service you received from Age UK Carlisle and Eden?**

Very Poor	Poor	Average	Good	Excellent
				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**5. Would you use our services again or recommend them to others?**

Yes

No

**11. Please tell us what improvements could have been made to the service to suit your needs.**

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**12. Has the help you received from Age UK North Cumbria improved your quality of life?**

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**13. Please leave any other comments or feedback in the area below.**

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