



# COMMENTS, COMPLIMENTS & COMPLAINTS

Age UK Gateshead is committed to providing high quality and accessible services to older people in Gateshead

## About Us

We hope that your experience of Age UK Gateshead is a positive one, and we look forward to hearing from you.

If something goes wrong or causes you concern we would like to hear from you so we can improve and prevent similar incidents from reoccurring.

If you want to raise a concern, objection or make a complaint about the services and responses you have received from Age UK Gateshead, we ask that you raise it directly with the manager of the service concerned. You can do this in writing, by email or telephone.

## Contact Us



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[advice@ageukgateshead.org.uk](mailto:advice@ageukgateshead.org.uk)



<https://www.ageuk.org.uk/gateshead/>

Charity reg: 702561

# Comments & Compliments

We welcome and value feedback from the people we interact with, so if you have any comments, compliments or suggestions about our organisation please let us know.

Your feedback will help us understand what is working well, to consider potential opportunities for change and improvements, and to identify new services and activities needed by local older people.

We like to celebrate our compliments as they confirm what Age UK Gateshead, its Trustees, staff and volunteers are doing well.

You can share your comments and compliments in writing, by email or telephone. We hope that your experience of Age UK Gateshead is a positive one, and we look forward to hearing from you.

# Complaints

Sadly, there are times when things go wrong or cause concern. If this happens we do want to hear from you so we can improve and prevent similar incidents from re-occurring.

If you want to raise a concern, objection or make a complaint about the services and responses you have received from Age UK Gateshead, we ask that you raise it directly with the manager of the service concerned. In the first instance, some concerns or complaints will, by their nature, be easy to resolve immediately, to everyone's satisfaction. Most issues will usually be resolved in this way via letter, email or telephone.

If the informal procedure fails to resolve the problem, please put your complaint in writing to Ian Wolstenholme Chief Executive of Age UK Gateshead. Please provide your name and contact details, why you are unhappy and what you would like us to do to resolve things for you. Those raising a concern or making a complaint will be given a copy of the Complaints Policy and offered assistance in understanding, interpreting or translating it.

We will acknowledge your complaint within five working days. An investigation will be undertaken and in most circumstances a formal written response will be made within four weeks of receipt. If there is any variation to this time frame we will discuss this with you and agree a new response time.

If there is still no satisfactory resolution, the matter will be taken to the Age UK Gateshead Board of Trustees, who have the final say.