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**AGE UK HULL COMPLAINTS PROCEDURE**

**Age UK Hull endeavours to provide high quality services for people later in life**

**at all times.**

Your complaints and comments are important as they give us a clearer picture of:

* Which services you find most useful.
* Which services we need to change.
* What you would like to see developed.

If you, or a friend, or a member of your family is unhappy about any aspect of

our service we would like you to tell us. There are two ways you can do this:

**Informal Procedure**

A complaint can be made to any member of staff or volunteer who works for

Age UK Hull. All complaints will be acknowledged and investigated, and you

will receive a reply within 21 days.

**Formal Procedure**

Complaints must be made in writing to the CEO, who will acknowledge and investigate the complaint. All complaints will receive a reply within 28 days. If this is not possible an explanation for the delay will be given within 28 days and a full reply given within 3 months.

**Right to appeal**

If you are not happy with the decision on your formal complaint you can ask the CEO in writing (see below) to have the decision reviewed by a panel made of people from the Age UK Hull Trustee Board.

**The CEO**

**Age UK Hull**

Telephone: 01482 324644

**Please complete the form below**

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**COMPLAINTS FORM**

Use this form to register a complaint. Please write clearly using a BLACK INK

please as this form will be photocopied.

**Personal Details**

Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please tell us in as much detail as possible about your complaint indicating

the service used and member of staff dealt with. Use an extra sheet of paper

if necessary.

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What do you think Age UK Hull should do to put things right?

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Have you already spoken to someone at Age UK Hull about this? If so, who

and when?

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Have you any further comments or suggestions?

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Please sign and date as a correct record of your complaint.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Send this form to:

**The CEO**

**Age UK Hull**

**Axida House**

**350 Preston Road**

**Hull**

**HU9 5HH**

***For Office Use Only***

For completion by CEO

Date Received:

Date Acknowledgement sent:

Action to be taken:

**Reviewed May 2024**

**Next review May 2026**