

Compliments & Complaints

If you have any questions, please call 030 300 30003.

If you are making a complaint, it may be best to talk to a member of staff in the first instance, who will try to resolve the issue.

If you put your points down in writing, remember to include dates/times, places, and names as appropriate – as much details as you can. Use another sheet of paper if needed.

Your comments will always be treated in strict confidence.

Your Details

Name	
Address	
Postcode	
Home Phone	Mobile
Email	
Your Comments	

Please be assured that, in accordance with Data Protection, Privacy, Electronic Communications (Amendments etc. (EU Exit)) Regs. 2019, your information will be held securely and will not be shared with a third party without your express permission.

The informat	tion yo	u give us wil	ll be used t	o deal w	ith the i	issue you	have h	ighlighte	ed and fo	or no	other
purpose.											

Is there anything else you would like to say to us?

Thank You

Please either return the completed form in a pre-paid envelope and mark it FAO the Complaints Officer or email it to <u>admin@ageuksouthlakeland.org.uk</u>.

What happens now?

If you have made a complaint, a member of staff will acknowledge this by letter within three working days. An investigating officer will be appointed or a complaints team convened, and a meeting arranged with you. Following this there will be a full investigation, and the outcome communicated to you in writing. We will check whether you are happy with this, and if not then you will be advised of the appeal process.

We keep a record of complaints, suggestions and compliments, and use these to inform ongoing service development. We use quotes in publicity materials too – but these are quoted anonymously.

Age UK South Lakeland Ltd is a registered charity, No. 1141415, and a company limited by guarantee, No. 07540805

