

Please continue below:-

Signed

Date

COMMENTS COMPLIMENTS COMPLAINTS

SHARE YOUR VIEWS WITH
US

Please feel free to comment or offer suggestions on any of our services at any time.

If using this form for a FORMAL complaint, please complete and return to:

The Chief Officer
Age UK Wolverhampton
The Workspace
All Saints Road
Wolverhampton
WV2 1EL

IF YOU HAVE ANY
COMMENTS
ABOUT OUR SERVICES WE
WOULD BE PLEASED
TO HEAR FROM YOU.

We want to hear from YOU!

As a service user of Age UK
Wolverhampton, your views are
very important to us.
We would like to know your
comments, compliments,
or complaints.

We need your views to help us monitor the quality of our services.

How to contact us:

Age UK Wolverhampton

The Workspace

All Saints Road

Wolverhampton

WV2 1EL

Phone: 01902 572060

Email:

mail@ageukwolverhampton.co.uk

**Age UK Wolverhampton
Complaints Procedure**

Informal Procedure

If the matter relates to a service department, then it should be discussed with the appropriate service head. We aim to resolve most complaints informally.

Formal Procedure

If having followed the informal route and you feel your concerns have not been properly addressed or the complaint is particularly serious or confidential then the formal procedure should be followed.

- Complete this form and submit your complaint in writing.
- It will be acknowledged within 5 working days.
- A full written response within 20 working days.

A copy of our complaints procedure is available on request.

Comments form: Please complete and continue on a separate sheet if required.

Name

Address

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Tel. No.

I want to: Comment [] Compliment []

Complain []

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Please continue overleaf.