

Age Concern Slough and Berkshire East Complaints Policy

If you are unhappy with any aspect of our work, across any of our departments, we would like to hear about it. We really value all feedback, both good and bad, and welcome the opportunity to learn and improve.

How to make a complaint

Complaints should be raised within 2 months of the matter in question and the Complaint should be clearly marked as a "Complaint".

All complaints will need to be **addressed in writing and you need to provide:**

- **Your full name and address**
- **Your contact telephone number**

Please write to:

Age Concern Slough & Berkshire East
The Priory, Suite G4
Stomp Road
Burnham
Berkshire
SL1 7LW

About how we will respond.

- We will treat your complaint seriously.
- We will endeavour to acknowledge receipt of your written complaint within 5 working days.
- If we need to make further investigations, we will acknowledge receipt of your complaint and seek to resolve the complaint within 20 working days.
- **ALL complaints responses will be sent in hard copy to your home address and signed for delivery.**

If you are dissatisfied by the written response you receive, you should then write within 16 working days of receiving the response. You should outline the specifics of why you are not happy with the response and outline your expectations of what you wish to achieve.

The expectation is that the Charity will convene a Complaints panel within 14 days and provide you with the conclusion of the panel within 14 working days of the panel meeting. If there is any delay in the process, we naturally keep you informed. The Panel's decision is final and in the event of you still being unhappy with the response, then the Charity is happy to provide you with details of organisational bodies that you may wish to contact.