



Westminster

268-272 Edgware Road
London W2 1DS

Tel 020 7724 6930
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Registered Charity No. 1018300

YOUR RIGHT TO COMPLAIN

Three steps to take
if you feel we have
not provided a good
service

Please remember that Age Concern Westminster is not responsible for the following services:

Home Help service
Meals on Wheels service
Occupational Therapy aids
(eg bath seats/rails etc)
Residential homes
Telephones (installation and bills)

All complaints regarding these and other Social Services matters should be addressed to:

Complaints Manager
Social Services Complaints Hotline
Tel: 020 7641 3139

Or write to the Complaints Manager at:

Westminster City Council
PO Box 240
London SW1W 8BR

OUR COMMITMENT TO YOUR COMPLAINT

Age Concern Westminster recognises that in providing our services to you there may be occasions when things go wrong. Your complaint is the first step in helping us to put matters right. We value your comments and give you our assurance that your complaint will be thoroughly investigated.

Your complaint will not prejudice Age Concern Westminster against you, so don't be afraid to share your concerns with us.

Remember, it is important for us to know what you think of the serviced we provide.

Age Concern Westminster



Age Concern Westminster always aims to provide good quality services for older people. There may be occasions however when we do not meet the standards we set ourselves and when this happens we hope that you will use this Complaints Procedure to bring to our attention areas of our work which could be improved.

Step 1 – The informal approach

Most complaints can be settled quite simply by discussing your problem with a member of staff. So, in the first instance, talk your problem over with the person responsible for providing our services to you; you will be surprised what an informal chat can achieve. All complaints received will be written in a special complaints book, together with the action taken, which both you and the staff member should sign. All complaints received will be monitored by the Line Manager, who will try and ensure that they are dealt with fairly and consistently.

On occasions it may not be possible or desirable to settle your complaint locally, or you may not be satisfied with the answer you receive. In this case, if you want to make a more formal complaint you will need to proceed to Step 2.

Step 2 – The formal approach

The procedure for making a formal complaint is not complicated. Just write a letter stating your complaint and the steps you have taken, or telephone Age Concern's Complaints Officer, and explain your complaint:

Complaints Officer
Age Concern Westminster
268-272 Edgware Road
London W2 1DS
Tel: 020 7724 6930

Once your complaint is received, we will send you a letter confirming that the matter is under investigation, and giving you a date by which you can expect a reply (this will normally be within 28 days).

Martin Davies, the Chief Executive, will then write to you giving Age Concern Westminster's response to your complaint.

If you are still unhappy with the reply you receive, you can take your complaint further by putting in writing a request for a Review Panel hearing of your complaint within 28 days of the date shown on the letter of reply from the Chief Executive.

Step 3 – The Review Panel

A Review Panel of three people will be set up, of whom at least one will be a Trustee of Age Concern Westminster and one who is not connected with the organisation. The Panel will meet within 28 days of receiving the request for a review, and will hear your complaint and Age Concern Westminster's response.

You can attend to present your case and you may also bring a person of your choice along with you, but will not participate but will be there for moral support.

The Panel will write to you within 76 days of the hearing giving their recommendations.

The Panel's decision is not open to arbitration.

Can I take my complaint further?

You also have the right to use Westminster City Council's Complaints Procedure to complain about Age Concern Westminster's services. This procedure is independent from that of Age Concern Westminster's (see overleaf).