

Age UK Islington supports adults of all ages (16 years+), including unpaid carers. We help with any problems or issues with money, staying safe, well and independent at home, getting out and about and other issues to do with day-to-day living.

We can support people with simple enquiries through to support for people living with mild to moderate mental health conditions and long term health conditions.

Our services include:

Helpline - Advice appointments - One-to-one support - Social Activities - Support Groups
Wellbeing Calls


Our strategic aims and objectives:


To reduce isolation and help people in the London Borough of Islington stay well and independent.

We aim to:

- Help Islington residents keep informed, keep active and stay connected to appropriate support.
- Provide a service that complements and integrates with the wider health and socialcare sector.
- To provide clients with co-ordinated support and to reduce the pressure on statutory services.

Age UK Islington
6 – 9 Manor Gardens
London
N7 6LA.
e gethelp@ageukislington.org.uk
t 020 7281 6018
www.ageuk.org.uk/islington/

 @ageuk_islington

 @ageuk_islington

Comments, Suggestions and Complaints



Age UK Islington provides a range of services for people aged 16 years and over in the borough. We aim to provide the best quality service possible. If you feel we haven't got something quite right, or we could do better, we would like to hear about it.

We welcome your comments, suggestions and complaints as a means of improving and developing our service.

How do I pass on my concerns or make a complaint?

You can make contact with us by telephone, letter, email or in person during office hours. If you prefer, you can ask a friend, relative or other organisation to contact us on your behalf.

Our full complaints procedure

Our full written complaints procedure is available on our website or on request by calling us, but this leaflet outlines how it works.

On our website, you can see the full Comments, Concerns, Complaints & Compliments Policy under 'Contact us'.

Who should I contact?

You can raise a complaint to us in any of the following ways:

Call us

Calling us is usually the fastest way to resolve your complaint and our team is here to help.

You can call us Monday – Friday from 9am – 5pm on 020 7281 6018.

Write to us or email us

If you'd prefer to write to us, please ensure you include all relevant information that led to the complaint.

Email us at gethelp@ageukislington.org.uk.

Or please address your letter to:

Support Services Manager, Age UK Islington, 6-9 Manor Gardens, London, N7 6LA

How long will this process take?

We will acknowledge a complaint within 3 working days. We aim to deal with all complaints as quickly and as fairly as we can, and to keep you informed of progress.

As far as possible, we will write to inform you of the outcome within 28 days.

What if I'm not satisfied?

You can make a formal complaint to the Chief Executive Officer, Age UK Islington who might recommend an independent person to conciliate. You can do this at the outset if you think this is most appropriate for your specific complaint.

If you are still not happy with the outcome, you can appeal to a Review Panel and further to the London Borough of Islington or Islington Care Board.

Involvement of other agencies

In a situation where your complaint involves services provided by an organisation other than Age UK Islington, or is about an employee of another organisation who is providing a service on Age UK Islington premises, Age UK Islington staff will offer assistance in identifying the organisation and/or person to whom the complaint should be made.

Healthwatch Islington can also give guidance about how to make a complaint to a particular service.