

Hourglass (Safer Ageing) - Complaints Procedure

Hourglass (Safer Ageing) aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.

In order to ensure our service's, remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

We will take any concern or complaint seriously and will look into it promptly, for resolution as quick as possible.

If you are not happy with a service at Hourglass (Safer Ageing), please tell us:

If you are unhappy about any Hourglass (Safer Ageing)'s services, and wish to raise a concern, you can speak to the individual staff member or ask to speak to their line manager. If you do not feel comfortable doing this. You can email enquiries@wearehourglass.org or call 0208 835 9280.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director of Operations /Chief Executive. (If your complaint is about Chief Executive, please send an email to the Chair of the board at chair@wearehourglass.org

All written complaints will be logged. You will receive a written acknowledgement within three working days.

Our address for written complaints is:
Hourglass (Safer Ageing)
Office 8,
Unit 5 Stour Valley Business Centre,
Brundon Lane ,
Sudbury,
Suffolk, CO10 7GB,

The aim is to investigate your complaint fully and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

We also like to hear when we have done well and if people are happy with Hourglass (Safer Ageing)'s services, so please send us an email to enquiries@wearehourglass.org and let us know. Thank you.

