

At Friends of the Elderly, we aim to always provide the best possible experience of our services. We believe we achieve this most of the time, but if we are not getting it right, we want to know.

We see complaints as an opportunity to improve. If you are dissatisfied with any aspect of our service, please tell us as soon as possible.

We will not treat you any differently if you make a complaint.

Stage 1 – Local response

If your complaint is about one of our services, please raise it with the local manager who will endeavour to address it.

If your complaint is about one of our Central Office support teams, please call our switchboard on 020 7730 8263 and you will be referred to the appropriate manager or team leader.

Most problems get resolved straight away. If you are not satisfied with the local response, you can raise a formal complaint.

Stage 2 – Formal complaint

You can raise a formal complaint in several ways:

1. Email feedback@fote.org.uk.
2. Write to Feedback, Standards and Performance Team, Friends of the Elderly, The Bradbury Centre Smiles Place Woking Surrey GU22 8BJ.
3. Call us on 020 7730 8263.

We will acknowledge your complaint in writing within three working days of receiving it, informing you who will be investigating the complaint.

We aim to provide a response to your complaint within 28 calendar days. If for any reason we might not be able to meet this timeframe, we will contact you explaining why and agree a revised deadline with you.

Stage 3 – External review

We hope there will be no need to take a complaint further as we are committed to putting things right where they have gone wrong. However, if you are not satisfied with the outcome of our investigation, or we fail to provide it within the agreed timeframes, you may wish to contact an external agency, such as the Local Government & Social Care

Ombudsman, or the Fundraising Regulator. The Care Quality Commission does not investigate complaints but you may wish to contact them so your complaint is recorded.

We will co-operate fully with any relevant regulatory or other body during an investigation. We will co-operate in the same way with an appropriate advocate or intermediary acting on a complainant's behalf.

Serious allegations about care (safeguarding concerns)

If you have serious concerns about care at any of our services or are worried that someone may be at risk of harm, you should report this immediately.

You can report concerns to the manager or another senior member of staff at the service in question; contact our Central Office on 020 7730 8263; or email concerns@fote.org.uk. You can also report safeguarding concerns directly to the Care Quality Commission, the relevant Local Authority Adult Safeguarding Team, or the Charity Commission.

Below are contact details for various organisations that deal with complaints and safeguarding concerns.

Care concerns/ complaints

Local Government & Social Care
Ombudsman
PO Box 4771
Coventry CV4 0EH
Tel: 0300 061 0614
Email: advice@lgo.org.uk
Website: www.lgo.org.uk
Complaint form:
www.lgo.org.uk/complaint-form

Care Quality Commission
Citygate
Gallowgate
Newcastle-upon-Tyne NE1 4AP
Tel: 0300 061 6161
Website: www.cqc.org.uk

Local Authority
Complaints Team:
Westminster City
Council 07811
011925.
Email:
stage2complaints@westminster.gov.uk
Details of local
safeguarding teams
are displayed at
charity locations and
available from
managers.

Fundraising

Fundraising Regulator
2nd Floor
CAN Mezzanine
49-51 East Road
London N1 6AH
Tel: 0300 999 3407
www.fundraisingregulator.org.uk

Personal information/ data

protection
Information Commissioner's
Office
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

Charity issues

Charity Commission
PO Box 211
Bootle L20 7YX
Tel: 0300 066 9197
www.gov.uk/government/organisations/charity-commission