



Complaints Guideline

Working together to make a better quality of life for Older People

If the service we give you is unsatisfactory, it is your right to complain. We will do our best to set the matter right. The following is the steps we suggest you take to make a complaint.

Discuss the matter with the person involved if possible. If the matter cannot be resolved or reoccurs, talk or write to:

Janette Turner

Manager Age Concern Southland

Box 976 Invercargill

032186351

You will receive a response from Age Concern about your complaint within two weeks of our receiving it and we will keep you informed of any actions we take to resolve the matter.

If the matter is not resolved after taking the above actions, contact:

Attention Liz Henry

Chair Age Concern Executive

45 Gala Street Invercargill

032189855