

Merton Mencap

**Complaints
Policy and Procedure**

January 2017



Merton Mencap

**COMPLAINTS
POLICY & PROCEDURE**

This policy and procedure has been adopted by Merton Mencap through its Executive Committee which remains responsible for its review.

Original signed version is kept at the Merton Mencap office.

Signed: _____ Date: _____

Name: _____

Chair of Executive Committee

Signed: _____ Date: _____

Name: _____

Chief Executive

Record of adoption and review of this policy and procedure:-

Adopted: 16 September 2009
Reviewed: 28 June 2011
Reviewed: 24 July 2012
Reviewed: 10 January 2017

Merton Mencap

COMPLAINTS POLICY & PROCEDURE

Policy

Merton Mencap aims to provide high quality services which meet our users' needs. We encourage comments on our services and welcome suggestions for improving them.

We recognise there may be occasions when someone may feel that the quality of service provided does not meet their expectation. We welcome this feedback and encourage staff to do their best to ensure that positive changes are made such that the complaint does not arise again in the future from that person or any other person in the same position.

We will try to resolve concerns on an informal basis although we aim to record all concerns as part of the process to continuously improve our services.

Our staff may treat any concern expressed by a service user, a family member or any other stakeholder (such as a funder or provider) as an item to be recorded in the log and used as a mechanism by which to improve services and, to this end, staff may ask for more information about the complaint or comment made.

When the person making the comment or complaint wishes a formal approach to be taken (i.e. they understand that they are making a complaint under this procedure) and they would like a response to their concern, we will follow the process set out below. Our staff will encourage our service users and other stakeholders to make their comments and complaints official (whether verbally or in writing/email) in order to make sure that all genuine concerns are properly investigated and. However, we will review every concern expressed internally, even where the person expressing it does not wish it to be formally investigated and does not require written feedback in order to assess what adjustments may have to be made to our services.

We will make sure that young people attending our services and activities are particularly supported to make a complaint, comment or suggestion, by ensuring posters are present at our premise-based clubs and activities showing how further information can be found about making a complaint, and ensuring accessible complaint leaflets are also available to young people attending our clubs.

Merton Mencap Complaints Procedure

Complaints can be made verbally, in a letter, email or via a link from the Merton Mencap website. The Merton Mencap 'Complaints Form' may also be used, which is available from the Merton Mencap office and via the Merton Mencap web site. Complaints can be made directly to any member of staff (employees, bank workers or volunteers) or directly to the Chief Executive*.

If posted to the Merton Mencap offices, the envelope containing the complaint should be marked '*Strictly Private & Confidential*'.

If the person making the complaint needs the help of an advocate or interpreter, Merton Mencap will arrange this on request.

We request that complaints contain as much detail as possible, including the complainant's ideal outcome.

Stage one

All complaints will be acknowledged by Merton Mencap in writing, normally within 7 days.

The Chief Executive* will investigate the complaint. The findings of the Chief Executive's investigation will be communicated to the person making the complaint, usually within 21 days. If it is not possible to resolve the complaint within this time, the complainant will be provided with an expected timescale for doing so.

If the complainant is dissatisfied with the outcome of Chief Executive's investigation, they will have the opportunity to discuss this with the Chief Executive to determine whether a resolution can be reached. In cases where the complainant remains dissatisfied or chooses not to hold such a discussion with the Chief Executive, they can request that the complaint is investigated by a panel comprising two trustees of Merton Mencap (*stage two*).

This request can be made verbally, in a letter or email. If posted to the Merton Mencap offices, the envelope containing the complaint should be marked '*To the Trustees of Merton Mencap - Strictly Private & Confidential*'. An acknowledgement by Merton Mencap of this request will be made within 7 days.

Stage two

The panel will consider the complaint, normally within 21 days of the acknowledgment. The complainant will also have the opportunity to present the case to the panel and, in such instances, they are entitled to be accompanied by a person of their choice.

The decision of the panel will be communicated to the complainant in writing 21 days.

If the complainant is not satisfied with the decision of the panel, Merton Mencap will offer an additional review involving an outside organisation, independent of Merton Mencap. Depending on the nature of the complaint, this could be the Local Authority, the Local Health Service, Merton Voluntary Services Council, or another appropriate body. We will provide the complainant with the name and contact details of someone to contact in the relevant organisation who will review your complaint.

Records

Merton Mencap will keep a log of all complaints, comments, suggestions and compliments at the Merton Mencap office and every complaint will be placed on the agenda at our Executive Committee Meetings (which include trustees) and there will be a summary of complaints in our Annual Report in the form of 'you said..., we did...'

Comments and compliments

Merton Mencap welcomes all suggestions, comments and compliments and uses these to improve and sustain service quality. We will display these on our website and raise them at Executive Committee and staff meetings, where appropriate. Our staff will receive all compliments personally and will be congratulated for their good work. Suggestions will be carefully considered and, where appropriate, incorporated into service delivery.

**If your complaint relates to the Chief Executive, please read "Chair of Trustees of Merton Mencap" for "Chief Executive".*

Contact details

The Chief Executive of Merton Mencap is:

Andrew Whittington

Tel: 020 8687 4676

Mobile: 07767 670134

Email: chief.executive@swlondonmencap.nhs.uk

The Chair of trustees of Merton Mencap is:

Julian Walton

Tel: 07770 237091

Email: julianfwalton@gmail.com

The Merton Mencap office:-

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The Wilson Hospital
Cranmer Road
Mitcham
CR4 4TP

Email: info.merton@swlondonmencap.nhs.uk
