

Merton Mencap

**Complaints
Policy and Procedure**

July 2012



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

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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 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 as an item to be investigated under this procedure and ask for more information about a concern by using our complaints procedure below. This is to make sure that all genuine concerns are properly investigated and resolved as well as more formal complaints.

We will make sure that young people attending our services and activities are particularly supported to make a complaint, 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 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, 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 at the Merton Mencap office.

**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:

Astrid Spencer

Tel: 07719 914 956

The Merton Mencap office:-

Merton Mencap

The Wilson Hospital

Cranmer Road

Mitcham

CR4 4TP

Main office number: 020 8646 0965

Email: info.merton@swlondonmencap.nhs.uk
