

COMPLIMENTS/COMMENTS OR COMPLAINTS POLICY

Amendment History

Version Number	Date	Name of reviewer	Date ratified by Board of Trustees
1.	31.08.2011	Alexandra Iles	June 2012
2.	03.08.2015	Alexandra Iles	September 2015

COMPLIMENTS, COMMENTS OR COMPLAINTS POLICY

Rationale

To identify a clear statement of procedure to assist individuals wishing to make a compliment, comment or complain about any aspect of a service received through Southampton Mencap.

If I have a compliment, comment or complaint about a service provided by Southampton Mencap, what do I do?

Southampton Mencap aims to provide its members and individuals seeking information, advice and support with the best possible service.

We recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect and may want to suggest how we can improve services.

We consider all comments, positive and negative, helpful for our future planning. Anyone dissatisfied about the standard of our service, or the actions or lack of action taken by Southampton Mencap, should tell us. We take expressions of dissatisfaction by service users seriously, whether they take the form of a comment or a complaint and we are committed to dealing with them fairly and efficiently.

We would also like to know of the times users are happy with the service provided by us and wish to say thank you, or have a suggestion to help improve our services.

By inviting comments and encouraging feedback, we aim to ensure that our services are continually reviewed so they meet the needs of users.

Do I need to put the complaint in writing?

Not at first. You can talk informally to a member of staff or the Mencap Chief Executive Officer, but if you find your complaint is not easily sorted out then it would be better to get it down on paper.

How quickly will you sort things out?

We will attempt to put things right informally as soon as possible or within 10 working days.

If it is not possible to achieve this, then we will try to sort out the problem as soon as we can arrange for members of the Mencap Management Board to meet, within a maximum of 21 working days.

Southampton Mencap has a three stage process to deal with complaints.

Stage 1

It is hoped that any problems or complaints received from a parent, carer, member or person using the services provided by Southampton Mencap can be dealt with informally at source.

- First of all discuss your concerns with a member of staff, e.g. office staff or Club/Scheme Supervisor, who will deal with your complaint and inform you of the outcome as soon as possible.
- If a member of staff is not available or the problem has not been resolved to your satisfaction then you can discuss the issue directly with the Mencap Chief Executive Officer, who can be contacted on **023 8058 4088**.
Alternatively e mail admin@southamptonmencap.co.uk

If you are unhappy with the outcome at stage one, you can follow the process in Stage 2 if you wish to take the matter further.

Stage 2

Submit your complaint in writing to:-

The Chief Executive Officer
Southampton Mencap
187a Portswood Road
Southampton, SO17 2NF

Explain why you are still unhappy with the outcome and the Chief Executive Officer, who has overall responsibility for dealing with complaints, will review the way your complaint has been investigated and the outcome on your behalf.

You will receive a full response within 10 working days. If, for any reason it may take longer we will let you know.

Stage 3

If the problem remains unresolved to your satisfaction then you can request that the Mencap Management Board take up the issue on your behalf. To arrange this you will need to contact the Mencap Chairperson in writing at the Mencap address given above.

Following the meeting of the Mencap Management Board and their subsequent investigation, you will be sent a written record of the outcome within a maximum of 21 working days.

Please use the attached comment/compliment/complaints form [Appendix 1] if you would like to make any of the following:-

Compliment or Comment

May be positive or negative comments which will be acknowledged and communicated within Southampton Mencap

Action will be taken to follow up formal concerns with the relevant people

You can make a compliment, comment or complaint by:

- Completing the attached form

- Requesting a Compliment/Comment/Complaints form by:
 - E mail admin@southamptonmencap.co.uk
 - Via our website www.southamptonmencap.org
 - By phone 023 8058 4088
 - In person from the Mencap Centre

When we receive a compliment, we will pass your thanks on to the people concerned and see if there is anything we can learn from it.

When you make a comment about the service you have received, it will be passed on to the relevant manager to see if it can help us to do things better.

Complaint

This is a more formal registration of dissatisfaction to which the Chief Executive Officer or the Chair of Trustees will respond.

A complaint can be many things, and possible scenarios are listed below. For example when you are dissatisfied about:

- The standard of service received from us
- Our response to a request for service
- Our actions
- The behaviour of a member of staff
- Harassment, bias or unfair discrimination - we promise to investigate and seek to put right any unfairness or unfair discrimination. If you feel that you have been treated unfairly in any way whilst accessing our services, please let us know so that we can seek to resolve the situation.

If you require any further information, then please contact the Mencap Chief Executive Officer on **023 8058 4088** or write to:-

**Southampton Mencap
187a Portswood Road
Southampton
SO17 2NF**

COMPLIMENTS, COMMENTS OR COMPLAINTS FORM

Details of compliment/comment/complaint (delete as appropriate)

Made on ___/___/___ (date)

By, (name of person/service user): _____

(Organisation/contact details): _____

To (Name of Mencap Staff Member)

Brief outline of issues raised – continue on separate sheet if needed:

Action taken:

Resolved informally and action taken:

Further investigation required:

Advised of Compliments/Comments/Complaints Policy Yes / No

Given copy of Compliments/Comments/Complaints Policy Yes / No

Notified Line Manager: ___/___/___ (date) Yes / No

Notified Chief Executive Officer: ___/___/___ (date) Yes / No