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## COMPLIMENTS, COMMENTS OR COMPLAINTS POLICY

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### Southampton Mencap



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## **Rationale**

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

Southampton Mencap aims to provide high quality services to its members and individuals seeking information, advice and support with the best possible service. We encourage comments on our services and welcome suggestions for improving them.

We recognise that there may be occasions when someone may feel that the quality or level of service provided does not meet their expectation or falls short of what they could reasonably expect.

We welcome this feedback which is used whenever possible to encourage positive change which avoids the complaint arising again in the future, either from the same person or any other in the same position.

We will in the first instance aim to resolve concerns on an informal basis although we will record all concerns as part of the process to continuously improve our 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 seriously, whether they take the form of a comment or a complaint and we are committed to dealing with them fairly and efficiently.

Our staff may treat any concern expressed by a service user, a family member, a staff member, or any other stakeholder (such as a funder or provider) as an item to be recorded and used as a mechanism by which to improve services. We 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. Staff will encourage all users of our services 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.

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 be needed to our service. We will make sure that any individual accessing our

activities are 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.

We would also like to know about the times people are happy with the service provided by us and wish to say thank you or have a suggestion which enables us to further improve what we do.

By inviting comments and encouraging feedback, we aim to ensure that 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, the Activities Manager or the Chief Executive Officer who will give you time to talk in confidence. If you find your complaint is not easily sorted out then it would be better to get it down on paper. You may need support to do this so ask your parent/carer or someone you know well and trust.

### **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, usually within a maximum of 28 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 anyone using or known to our services can be dealt with informally and as soon as possible.

- First of all discuss your concerns with a member of staff, e.g. the Club/Scheme Supervisor or Activities Manager, who will deal with your complaint and inform you as to what action can be taken as soon as possible.
- If a member of staff is not available and you cannot wait until you next see them, or you feel the problem has not been dealt with or resolved to your satisfaction you can discuss the issue directly with the Mencap Chief Executive Officer, who can be contacted on **023 8058 4088**. Alternatively e mail [alex@southamptonmencap.co.uk](mailto:alex@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 28 working days.

If you remain unsatisfied with the decision of the Management Board, information on outside organisations, independent of Southampton Mencap, will be made available to you on request. Depending on the nature of the complaint, this could be the Local Health Authority, Southampton City 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

Southampton Mencap will keep a log of all complaints, comments, suggestions and compliments at the Southampton Mencap office and every complaint will be placed on the agenda at Trustee Management Meetings. We will include a summary of complaints in our Annual Report in the form of **'you said..., we did...'**



**Please use the attached compliment/comment/complaint 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](mailto:admin@southamptonmencap.co.uk)
  - Via our website [www.southamptonmencap.org](http://www.southamptonmencap.org)
  - By phone 023 8058 4088
  - In person from the Mencap Centre

### **Compliment or Comment**

We are always pleased to receive compliments about our service and will make sure these are passed on to the relevant line manager or supervisor. When we receive a comment about any aspect of our service we will review this to identify how we can improve the way we work.

### **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. Possible scenarios are listed below. For example when you are dissatisfied about:

- The standard of service received from Southampton Mencap
- 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 or the Chairman of the Board on **023 8058 4088** or write to:- Southampton Mencap, 187a Portswood Road, SO17 2NF and mark your letter 'Private and Confidential'

## COMPLIMENT, COMMENT OR COMPLAINT FORM

<b>Details of compliment/comment/complaint (delete as appropriate)</b>	
Made on ____/____/____ (date)	
<b>By</b> (name of person/service user):	
(Organisation/contact details):	
<b>To</b> (Name of Mencap Staff Member):	
Brief outline of issues raised – continue on separate sheet if needed:	
<b>Office use only:</b>	
<b>Details of action taken:</b>	
Give details if further investigation is required:	
Advised of Compliment/Comment/Complaint Policy	Yes / No
Given copy of Compliment/Comment/Complaint Policy	Yes / No
Notified Line Manager: __/__/__ (date)	Yes / No
Notified Chief Executive Officer: __/__/__ (date)	Yes / No