



Croydon Mencap

Complaints and Suggestions Policy

Version Control

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Introduction

Croydon Mencap is committed to providing quality services for members and working in an open and accountable way that builds the trust and respect of everyone we support and work with. One of the ways in which we can continue to improve our service is by listening and responding to the views of the people we support, and in particular by responding positively to suggestions and complaints, and by putting mistakes right.

We aim to ensure that:

- Making a complaint or suggestion is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with complaints promptly and, when appropriate, confidentially
- We respond in a fair way – when we have got things wrong we will respond with an explanation, an apology, or information on any action taken
- We learn from suggestions and complaints, use them to improve our services
- We recognise that many suggestions and concerns will be raised informally, and this kind of complaint will be dealt with quickly

Our aims are to:

- Resolve informal concerns quickly
- Enable mediation between the complainant and the individual to whom the complaint has been referred
- Review suggestions and to take appropriate action

How to make a suggestion

- Speak to a member of staff, for example the Manager or Coordinator of the activity
- Put the suggestion in writing to the Manager/Coordinator of the club or service
- If you want to take it further, then write to the Operations Manager or Chief Executive of Croydon Mencap at the address below

How to make a complaint

You can make a complaint either formally or informally. If you feel comfortable doing so, please raise your concern informally with a member of staff. If concerns cannot be satisfactorily resolved in this way, then the below procedure should be followed.

- Approach the Manager/Coordinator of the club or service, or in their absence the Deputy, and raise your concerns or complaint and see if the issue can be resolved.
- If you do not feel your concerns have been resolved satisfactorily, you can make a formal complaint in writing either to the Manager/Coordinator or to the Operations Manager/Chief Executive of Croydon Mencap to the address below
- If you make a formal complaint to a member of staff, they will be obliged to inform their manager.
- We aim to resolve the matter within 28 days and if this is not possible, we will advise you of the additional time required.
- If you are not happy with how the issue has been resolved with the Operations Manager/ Chief Executive, you will have 28 days to ask for your complaint to be put to a panel.
- The panel will normally meet within the following 28 days, is usually be made up of two members of the Board and the Chief Executive and will address your complaint.

To write to the Operations Manager or Chief Executive please send your letter to:

Operations Manager/C.E.O.
Croydon Mencap
Portland House
678 London Road
Thornton Heath
CR7 7HU