

Complaints procedure

This policy was issued: **June 2013**

This policy will be reviewed: **June 2015**

Who is this policy for: **All staff and services**

Introduction

Everyone has a right to express their views or complain about a service provided by Enfield Mencap. By inviting comments and encouraging feedback, Enfield Mencap aims to ensure that its services are continually reviewed and meet the needs of service users, their carers and their families.

Stage 1 Procedure

We hope that any problems or complaints that a service user, parent, carer or other person involved with the services provided by Enfield Mencap can be dealt with informally at source.

If a person wishes to formally complain, this can be done by:

- Speaking to a member of staff at *The New Opportunity Centre*
- Telephone 0208 887 9980
- E-mail info@enfieldmencap.org.uk
- Writing completing that attached report form (or the easy read version) and handing it to a member of staff or posting to:

The New Opportunity Centre
The Community Hall
1 Foxglove Close
Edmonton N9 8LW

If the complaint is made by phone or face to face, the staff member receiving the concern will record details using the form below.

If the concern cannot be resolved immediately, the complaint will be acknowledged in writing within one week and a full written response provided within four weeks.

Stage 2 Procedure

If a problem cannot be resolved in this way or the person who complained is not happy with the response, the person can write to the Chief Executive at *The New Opportunity Centre* or by email to:

ceo@enfieldmencap.org.uk

The complaint will be acknowledged in writing within one week and a full written response provided within four weeks.

Stage 3 Procedure

If the person who complained remains dissatisfied, a written referral can be made to the Chair of the Board of Trustees at *The New Opportunity Centre* for a review of the previous responses.

The Chair will then discuss the matter confidentially at a meeting of the Board of Trustees and convey the result in writing within four weeks. The Chair's decision is final.

External organisations

Anyone who wishes to complain may also contact external organisations such as London Borough of Enfield or local health teams, or the Charity Commission if there are concerns about how Enfield Mencap is being managed as a charity.

Persistent or vexatious complaints

There may be occasions when, despite exhausting all aspects of the Complaints Policy, a complainant persists in pursuing their concerns or seeks to malign the reputation of Enfield Mencap. In these circumstances, the organisation reserves the right to take action such as ceasing to discuss or enter into any further correspondence with the complainant (and/or his/her representatives) on the matter, or seeking legal redress. Such actions must have the agreement of the Chair of the Board of Trustees, and the complainant must be advised of the planned action in writing.

Complaint form

Name:

Contact details:

Details of the complaint:

Please outline the complaint giving details of any important events, statements or decisions (with dates if possible).

Does the complaint involve specific members of staff or service users?

If so please provide names (they will be kept confidential) below

Does the complaint involve a specific service provided by Enfield Mencap?

If so please provide details

Has the complaint been raised informally with a member of staff?

If so what was the result

Signature:

Date: / /