



Complaints Procedure

1. If you are not happy with something:
2. (the session, staff, volunteer)
3. Speak to a member of staff and try to sort it out together

4. If you are **STILL** not happy:

Write to the Chief Executive Officer (CEO) or ask someone to write on your behalf. The CEO will speak to everyone involved and write to you in 10 days.

The CEO is David Hobday



If you are STILL not happy after that:

Write to the Chair of Sutton Mencap, who will set up a meeting.

- You can attend this meeting too and take someone with you.
- This will happen after 4 weeks of getting your letter
- The Chairperson will write to you after the meeting

The Chair is Mavis Peart OBE.

If you are STILL not happy after this:

(Children's Services) Contact:

Children with Disabilities Team

Civic Offices

St Nicholas Way

SM1 7EA

0208 770 5000or

OFSTED

Visit <https://www.gov.uk/complain-about-school>

If you are STILL not happy after this:

(Adult's Services) Contact:

London Borough of Sutton

Learning Disabilities Team

Social Services

Civic Offices

St Nicholas Way

SM1 7EA

0208 770 5000

POLICE WILL BE INVOLVED IF THE COMPLAINT IS A CRIMINAL OFFENCE

ALL COMPLAINTS ARE TAKEN VERY SERIOUSLY AT SUTTON MENCAP.

WE WANT TO DELIVER A SAFE AND HAPPY ENVIRONMENT