|  |  |
| --- | --- |
| H:\Wordpress\Logos\Sutton logo_option 5_colour small.jpg  **Complaints Procedure** | |
| 1. **If you are not happy with something:** 2. (the session, staff, volunteer)   Speak to a member of staff and try to sort it out together | http://tbn1.google.com/images?q=tbn:BALlY-u6YwZo3M:http://jikvig.com/wine/wp-content/Diverse/2008/05/talking.gif |
| 1. **If you are STILL not happy:**   Write to the Director. The Director will speak to everyone involved and write to you in 10 days.  The Director is David Hobday | photo1write this |
| **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 * 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. | http://tbn0.google.com/images?q=tbn:f2cwhVxcV2VF2M:http://www.carshalton.ac.uk/governors/images/peart2.jpgwrite this |
| **If you are STILL not happy after this:**  (Children’s Services) Contact:  **Children with Disabilities Team**  The Lodge  Honeywood Walk  Carshalton  Surrey  SM5 3NX  0208 770 4690  or  **OFSTED**  Piccadilly Gate Store Street Manchester M1 2WD  **0300 123 1231** | http://tbn2.google.com/images?q=tbn:ul9--wy3kstb2M:http://www.kirklees.gov.uk/community/health-care/childrenandfamilies/images/kie-help.jpg |
| **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 | http://tbn1.google.com/images?q=tbn:eowBgCMbhdzcyM:http://www.youthproject.ns.ca/cartoon_youth.jpg |
| **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** | http://tbn3.google.com/images?q=tbn:PtcvGzS0k0e3PM:http://www.moses-lake-sand-dunes.com/Cartoon_Happy.gif |