



Complaints Policy

Aims

- To enable Sutton Mencap to maintain high quality services that are responsive to the needs of people with a learning disability and their carers.
- To ensure issues raised by service users, carers and others are responded to in an appropriate manner.
- To comply with contractual or statutory obligations in relation to delivery of services.

Introduction

Sutton Mencap recognises the importance of feedback and complaints in enabling us to maintain high quality services. We therefore welcome comments and complaints from service users. Whilst we hope that most concerns can be dealt with quickly and informally, we recognise that a formal complaints procedure is essential to ensure that all concerns are dealt with effectively and appropriately.

Scope of the policy

This policy is for use by any service user, carer, other agency or member of the public. It is not for use by trustees or staff at Sutton Mencap, who should instead make use of the grievance and/ or whistleblowing procedures. The policy is to be adhered to by all trustees, staff and volunteers at Sutton Mencap.

As well as complaints about services this policy also covers complaints in relation to fundraising. Sutton Mencap will respond to complaints from donors, beneficiaries or other parties in a timely, respectful, open and honest way and ensure that the learning from any complaints is acted on.

Complaints Procedure

- 1. If you are concerned that a child or vulnerable adult is in danger, contact the London Borough of Sutton on 020 8770 5000 or the police.**
2. If you are not happy with something relating to a staff member, a worker, or a volunteer, in the first instance you may wish to raise the issue with the person who is involved with the matter and try to resolve it together. This can be done either personally or through an advocate. This informal process falls outside the formal complaints procedure.
3. If you wish to make a formal complaint, this should be done in writing to the Chief Executive Officer who will aim to resolve the matter and make a written reply after consulting with all concerned within 10 working days. In the event of the complaint involving the Chief Executive Officer, the complaint should be made to the Chair of Trustees.

4. If the matter is still not resolved to your satisfaction you may refer to Sutton Mencap's Chair of Trustees, who will convene a meeting to include at least three trustees. You will be entitled to attend this meeting and bring a friend if you wish. The meeting will normally take place within 4 weeks of receiving a written complaint to provide time to collect the relevant information. The Chairperson will make a written response to you within 10 days of the meeting.

5. If you are still unsatisfied with the response to your complaint:

For serious complaints, you may wish to contact the Charity Commission. For more information visit: <https://www.gov.uk/complain-about-charity>

In relation to our services for children and young people, you may wish to contact Ofsted by visiting <https://www.gov.uk/complain-about-school>

You may also wish to inform the London Borough of Sutton:

- Children's services: Children with Disabilities Team, Civic Offices, St Nicholas Way, SM1 1EA Tel:020 8770 5000.
- Adult services: Social Services Learning Disabilities Team, Civic Offices, St Nicholas Way, SM1 1EA Tel:020 8770 5000.

6. Serious complaints which suggest that a criminal offence has been committed will be referred to the Police. Complaints relating to a person at risk will be dealt with in line with Sutton Mencap's safeguarding procedures. Complaints relating to the conduct of any employee of Sutton Mencap will be dealt with in accordance with Sutton Mencap's disciplinary procedures.

7. Trustees will receive a report on each complaint and its outcome. All complaints dealt with through this procedure will be logged and available to be seen by regulatory bodies.

8. Sutton Mencap will publicise this complaints procedure amongst members, staff, volunteers and users of services.

Responsibilities

Trustees

- To approve and review the policy on a regular basis
- To take reasonable steps to satisfy themselves that the policy is being implemented.

Senior staff

- To ensure the complaints procedure is effectively publicised.
- To communicate the policy to other staff and volunteers and to ensure it is being implemented correctly.
- To monitor performance of the policy and report to trustees

All Staff and volunteers

- To act in accordance with the policy.

Related policies

- Code of conduct

- Complaints procedure – accessible format
- Grievance and disciplinary
- Quality Assurance
- Safeguarding
- Service user involvement
- Whistleblowing

Signed on behalf of the Trustee Board of Sutton Mencap

Chairman:  Date: November 2023
Mavis Peart

Next review: November 2026