



















Sutton Mencap complaints procedure

	<p>This document explains how you can complain about something at Sutton Mencap.</p>
	<p>It is written for people who use our services, carers and members of the public.</p>
	<p>If you have a complaint about Sutton Mencap, we want to hear about it. This will help us improve our services.</p>
	<p>If there is something you are not happy with, try talking to a staff member about it. We may be able to fix it straight away.</p>
	<p>If this doesn't work, you can write to our Chief Executive Officer, David Hobday. The address is at the end of this document. If its easier, you can ask someone else to write your complaint letter for you.</p>
<p>10 days</p>	<p>The Chief Executive Officer will look into your complaint and write back to you within 10 days to tell you what is being done.</p>
	<p>If you are still not happy with how your complaint is dealt with, you can write to Mavis Peart, the Chair of Trustees at Sutton Mencap. The address is at the end of this document.</p>

	<p>The Chair of Trustees will meet with you to discuss your complaint. You can take someone with you to the meeting.</p>
<p>4 weeks</p>	<p>The Chair of Trustees will write back to you within four weeks to tell you what is being done.</p>
	<p>If you are still not happy, there are other people you can contact.</p>
	<p>If it is about our children's services, you can contact the Children with Disabilities Team at the London Borough of Sutton, or OFSTED. Contact details are at the end of this document.</p>
	<p>If it is about our adults' services, you can contact the Social Services Learning Disabilities Team at the London Borough of Sutton. Contact details are at the end of this document.</p>
	<p>You can also contact the Charity Commission. Contact details are at the end of this document.</p>
	<p>If it is possible that a crime has been committed, the police will be involved.</p>

Contact information

	<p>David Hobday Chief Executive Officer Sutton Mencap 8 Stanley Park Road Wallington SM6 0EU</p>
	<p>Mavis Peart OBE Chair of Trustees Sutton Mencap 8 Stanley Park Road Wallington SM6 0EU</p>
	<p>LBS Children with Disabilities Team Civic Offices St Nicholas Way SM1 1EA Telephone: 020 8770 5000.</p>
	<p>OFSTED visit https://www.gov.uk/complain-about-school</p>
	<p>LBS Social Services Learning Disabilities Team Civic Offices St Nicholas Way SM1 1EA Telephone 020 8770 5000</p>
	<p>Charity Commission for England and Wales Visit https://www.gov.uk/complain-about-charity</p>



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Next review: November 2026