

Welcome to Merton Mencap!

We are very pleased to welcome you and your family on board.

At Merton Mencap, we are always keen to receive any feedback from the people who use our services. This leaflet provides details of how to pass us a compliment, comment or complaint and how to register any serious concerns, such as matters relating to safety. At the back, you will find all the contact details you will need.

Complaints

Merton Mencap aims to provide high quality services. We do recognise, however, that there may be occasions when someone may feel that the quality of our service does not meet an expectation.

We will try to resolve concerns on an informal basis although we aim to record all concerns as part of the process to continuously improve our services.

However, complaints can be made to us verbally, in a letter, email or via a link from our Merton Mencap web site, and can be made to any member of staff or directly to the Chief Executive. We also have a complaints form, which can be obtained from our web site or from contacting our office.

If you need to the help of an advocate or interpreter when making a complaint, please let us know and we will arrange this on request.

We manage complaints in two stages. First, our Chief Executive will investigate the complaint (this will be done by the Chair of Trustees if the complaint relates to the Chief Executive). If you are dissatisfied with the outcome of the investigation, the matter will be referred to stage two, which will be investigated by a panel comprising at least two Merton Mencap trustees.

If you are unhappy with the decision of the panel, we will organise a review by an independent organisation.

Keeping you safe

At Merton Mencap, we take seriously our responsibility of keeping the people who use our services safe. If you have concerns in this area, for example about our staff or volunteers, these can be registered in the following way:-

For our children's services:

We have identified a person who is responsible for matters regarding the safeguarding of children and young people, called a *Nominated Children's Safeguarding Adviser*. We have also put in place arrangements if that person is not available.

For our adults' services:

We have nominated a person who is responsible for matters regarding the safeguarding of adults, called the *Responsible Person*. We have also put in place arrangements if that person is not available.

Please see the *Contact Details* section for these details, and also for the details of the Local Authority Designated Officers (LADO) for safeguarding.

Contact details

For Merton Mencap:

Wilson Hospital Cranmer Road Mitcham CR4 4TP

T: 020 8646 0965

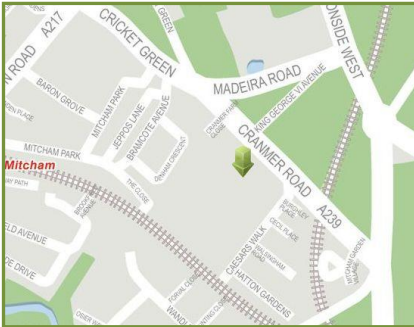
E: info.merton@swlondonmencap.nhs.uk

W: www.mertonmencap.org.uk

Nominated Safeguarding Children Adviser &
Responsible Person:

T: 020 8687 4676

E: chief.executive@swlondonmencap.nhs.uk

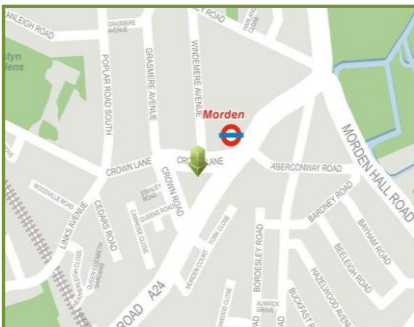


At the Local Authority:-

Local Authority Designated Officers (LADO):

T: 020 8545 4060

T: 020 8545 4993



Comments, Compliments and Complaints

