

Welcome to Merton Mencap!

We hope that you are happy with the services that Merton Mencap provide, if you have a comment about one of our services, please telephone or e-mail the office on

T: 020 8646 0965

E: info.merton@swlondonmencap.nhs.uk

We always try to resolve concerns on an informal basis first so please talk to us if you are unhappy.

However, if you are still unhappy you can follow the steps opposite to let us know.

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.

You are unhappy and want to make a complaint

**Contact Merton Mencap by telephone, e-mail,
write a letter or use the complaint form**

**Complaint will be considered by Chief Executive or Chair
of Trustees**
(if about the Chief Executive)

We will tell you what could be done to put things right. Are you happy with this?

YES

**We will put things right in the
way we suggested**

NO

**We will ask our trustees to look
at your complaint**

**The trustees will tell you what
could be done to put things
right. Are you happy with this?**

YES

**We will put things right in
the way we suggested**

NO

**We will ask a company
outside of Merton
Mencap to look at your
complaint**

Contact details

For Merton Mencap:

Wilson Hospital Cranmer Road Mitcham CR4 4TP

T: 020 8646 0965

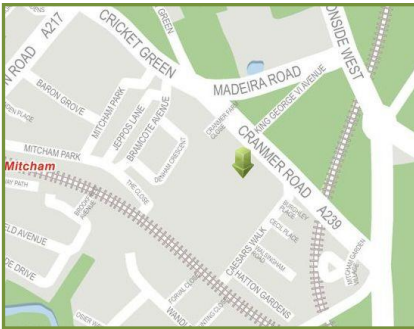
E: info.merton@swlondonmencap.nhs.uk

W: www.mertonmencap.org.uk

Nominated Safeguarding Children Adviser &
Responsible Person:

T: 020 8687 4676

E: chief.executive@swlondonmencap.nhs.uk

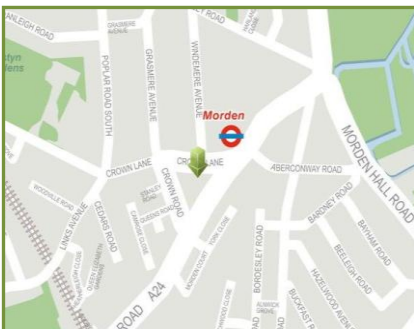


At the Local Authority:-

Local Authority Designated Officers (LADO):

T: 020 8545 4060

T: 020 8545 4993



Comments, Compliments and Complaints

Easy
Read