

Merton Mencap

Complaints Policy & Procedure

Last reviewed
January 2026

Next review
November 2028

**This policy and procedure has been adopted by Merton Mencap
through its Executive Committee which remains responsible for its review**

Policy

Merton Mencap aims to provide high quality services. We welcome feedback and suggestions for improvement.

If something has gone wrong, we will be open, take the matter seriously and try to fix the problem straight away.

We will provide information to our service users about how they can give us feedback, including telling us about a complaint. We will also make this information available on our web site.

Procedure

Making a complaint

Complaints can be made to us verbally to any member of staff, in a letter, email or via a link from our website or social media. See contact details, below.

If the person making the complaint needs the help of an advocate or interpreter, we will arrange this on request.

We ask that complaints contain as much detail as possible, including the complainant's ideal outcome.

Response

We will try to resolve problems on an informal basis first.

We aim to respond to complaints within 3 working days to try to fix the problem. If we need to make further investigation about the complaint, we will advise the complainant how long we expect this to take.

When we have completed our investigation, we will suggest to the complainant what we will do to resolve the complaint. We'll ask the complainant whether they are happy with what we suggest.

If the complainant is still unhappy, we will ask our most senior people at Merton Mencap to help resolve the problem, such as our Chief Executive or Chair of Trustees. If this doesn't work, we will arrange for someone outside of Merton Mencap to help resolve the complaint.

Quality improvement

Any complaints received are reported to our trustees at Executive Committee meetings and support our service improvement.

Contact details

Merton Mencap
The Grange
1 Central Road
Morden
SM4 5PQ

Email: info.merton@mertonmencap.org.uk

Web: www.mertonmencap.org.uk

If a complaint is about a member of staff:

The Chief Executive of Merton Mencap is:

Andrew Whittington

Email: chief.executive@mertonmencap.org.uk

If the complaint is about the Chief Executive:

The Chair of Trustees of Merton Mencap is:

Richard Drummond

Email: Richard.drummond@mertonmenap.org.uk
