

# Mencap Trust Company complaints procedure



We don't get many complaints.

But we want people to know how we will behave if you do complain.

We want people to tell us when we do things well and when we need to do things better.



We want people to always be honest with us.

We will always listen carefully and be honest about any mistakes we make.

We want to learn from our mistakes.

We want to know when we do well.

We always want to do better.



We will always try to sort out any problems.

And if this isn't possible we will always explain what we are doing.



We must always tell the Chair of the Trust Board about any complaints we get and what we are doing about them.

## When things are not good



If you are not happy with us this is what you should do.

### Step 1



Please tell Valerie why you are not happy.

If she can fix the problem she will.



Valerie will answer you within 5 working days of getting your complaint.

### Step 2



If Valerie cannot fix the problem she will ask Sally to talk to you.

You can also ask to talk to Sally if you are still not happy.

Sally will do her best to fix the problem.

### Step 3



If Sally cannot fix it then it is a bigger problem.

It might be that the Trustee just can't agree to what you have asked for.

Sally will ask Julie to look at the problem.

Julie will look at everything that has happened and try to understand what went wrong.



Julie will make sure the whole Team understands the problem.

And the Team will think about how to stop it happening again.

Julie will try to give you a full reply within 30 days from when you first complained.



If there is a good reason why this cannot happen Julie will let you know and tell you when you will get a full response.

### Reporting to the Board

Julie has to tell Alan about everything that causes a problem.

He will talk to the Board about it.

And he will check that the Team are doing what they can to fix the problem and stop it from happening again.



## When things are very good



If you are very happy with us please tell us.



Please let Valerie know why you are happy.

Valerie will make sure that the Team know that we did well.



The Team will then make sure we do it more often.

## How to contact us



**Valerie**



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**Sally**



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**Julie**



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**Alan**



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