



How can I tell Mencap what I think about the support my family member or friend receives?

We know how important it is to listen and learn from the people we support, their families, friends and others about what we are doing well, and how we can do better. We actively encourage compliments, complaints and feedback to help us to do this.

How to make a complaint, give a compliment or give feedback?

We want to use any opportunity we can to learn how to do things better. In order to help us to do this, you can:

- Tell us when you think we are doing something really well.
- Share your ideas about how we can do something better or differently.
- Make a complaint if you think we need to solve something.
- Give us feedback at any time.

Complaints, compliments and feedback are a useful tool to help us understand what we are doing well, and what we need to improve.

Compliments

Why send us a compliment?

When you give us a compliment it helps us to know what is going right. We learn from this and it helps us to improve our practice across our services. Compliments are often a boost to our teams and help them feel valued for their work; you can send compliments about our teams as a whole or about individual team members and managers.

When to send a compliment?

You can send compliments at any time to our teams, individual team members, Area Operations Managers, or other colleagues at Mencap.

How to make a compliment?

Compliments can take any form, including letters, emails or cards. You can share your

thoughts, ideas or compliments with the local team, team members, Area Operations Managers, or other colleagues. You can also complete our online form at: www.mencap.org.uk/feedback.

What we will do if you send us a compliment?

If you send us a compliment we will first let the relevant colleague or team know, congratulate them, and let them see what you have said.

We will document your compliment and ensure that we use it to learn and develop our wider services.

Complaints

Why make a complaint?

You might want to make a complaint for a number of reasons, for example:

- You might feel that a colleague, or a team are doing something wrong.
- You might feel we're not supporting your family member or friend in the right way.
- You might feel that your family member or friend is being put at risk.
- You might feel we're not taking your views or feelings into account, or not involving you in the things that you want to be involved in.
- You might feel that we, or someone in our team is discriminating against you or your family member or friend.

When to complain?

It is helpful if you complain as early as possible so we can solve things quickly.

You might be able to solve things informally with the local team, but if this isn't working or you are not satisfied with the outcome then you can follow our formal complaints procedure.

How to make a complaint?

Informal complaints

In the first instance, you might want to speak to the local team or Area Operations Manager about the issue, to raise your concerns with them directly, and discuss what you would like them to do. This would be informal but they may decide that they need to treat it as a formal complaint and begin the formal complaints process; they will notify you if they do.

Formal complaints

If you're not satisfied with the outcome of an informal complaint, or would like to raise

the issue through our formal procedure yourself, you can:

- Complete our online form at: www.mencap.org.uk/feedback
- Phone: **01582 560 003 (extension 219)**
- Write to: **National Complaints Manager, Mencap, Unit 7 Sundon Business Park, Dencora Way, Luton, Bedfordshire, LU3 3HP**

When you make a complaint, please let us know as much detail as possible about the issue, who was involved, and what outcome you would like to see.

Please note: If you share a complaint with anyone else in the organisation, or via any other channel, it will be referred to and investigated in line with our formal complaints procedure.

What will we do if you make a complaint?

If you make a complaint to Mencap, we will do our best to sort it out as quickly as we can.

We will:

- Send you a copy of our complaints policy to read for information
- Let you know that we have received your complaint within 3 working days and may contact you for further information to help us to look into it.
- Within 25 working days we will try to ensure your complaint has been answered. We will tell you if we need some more time, and why.

If you would like to share your complaint with one of our regulators, you can contact:

The Care Quality Commission (CQC), in England

Call: 0300 0616161

Email: enquiries@cqc.org.uk

The Care and Social Services Inspectorate Wales (CCSIW), in Wales

Call: 01443 848450

Email: ccsiw@wales.gsi.gov.uk

OFSTED, In England about our children's services

Call: 0300 1231231

Email: enquiries@ofsted.gov.uk

RQIA, in Northern Ireland

Call: 028 90517500

Email: info@rqia.org.uk

If you are not satisfied with the outcome of a complaint, please let us know. We may sign post you to the local ombudsman to take your complaint further.