

# Mencap Trust Company complaints procedure



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

We want people to know how we will behave if you do make a complaint.



We want people to always be honest with us.

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

We want to learn from our mistakes. We always want to do better.

We want to know when we do well.



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 Board of Directors 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 Stacy to talk to you.

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

Stacy will do her best to fix the problem.



### Step 3

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

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

Stacy will ask David Harvey or one of the Directors of the board to look at the problem.

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

They will make sure the whole Team understands the problem.

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



We 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 we will let you know and tell you when you will get a full response.

## When things are very good



If you are happy with us please tell us.



Please let Stacy know why you are happy.

Stacy 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



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