

## **NEW FOREST MENCAP**

### **GRIEVANCE/COMPLAINTS POLICY**

#### **Rationale**

To identify a clear statement of procedure to assist individuals wishing to complain about any aspect of a service received through the organisation.

#### **If I have a complaint, what do I do?**

New Forest Mencap (NFM) aims to provide its members, staff, volunteers and individuals with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect.

It is important that we deal promptly and fairly with any complaints. Everyone has a right to express their views or complain about a service provided by NFM. By inviting comments and encouraging feedback, we will aim to ensure that our services are continually reviewed and meet the needs of users.

#### **Stage 1**

It is hoped that any problems or complaints that a parent, carer, member or person using the services provided by NFM can be dealt with informally at source.

- First of all discuss your concerns with a member of staff, e.g. the Club Leader, who will deal with your complaint and inform you of the outcome as soon as possible.

- If a member of staff is not available or the problem has not been resolved to your satisfaction then you can discuss the issue with the Office Administrator who can be contacted on **01425 621893**.

## **Stage 2**

If a problem cannot be resolved in this way, write, giving full details of your complaint to:

The Office Administrator  
New Forest Mencap  
The Nedderman Centre  
Marryat Road  
New Milton BH25 5NY

## **Stage 3**

- If the problem remains unresolved to your satisfaction then you can request that New Forest Mencap Trustee Committee take up the issue on your behalf. To arrange this you will need to contact the Mencap Chairperson in writing at the Mencap address given above.

### **Do I need to put the complaint in writing?**

- Not at first. You can talk informally to a member of staff or the Office Administrator, but if you find your complaint is not easily sorted out then it would be better to complain in writing

### **How quickly will you sort things out?**

- We will attempt to put things right informally as soon as possible or within seven working days.
- If it is not possible to achieve this, then we will try to sort out the problem as soon as we can arrange for members of the New Forest Mencap Trustee Committee to get together, within a maximum of 21 working days.
- Following the meeting of NFM Trustee Committee and their subsequent investigation, you will be sent a written record of the outcome.

Please use the attached comment/compliment/complaints form [Appendix 1] if you would like to make any of the following:-

**Comment –**

- this may be a positive or negative comment which will be acknowledged and communicated within NFM

**Concern**

- formal concern where action will be taken up with the relevant people

**Complaint**

- this is a more formal registration of dissatisfaction to which the Chair of Trustees will respond.

**Definitions**

**Staff means** paid employee

**Office Administrator** is the Office Administrator at New Forest Mencap, The Nedderman Centre, Marryat Road New Milton BH25 5NY  
Telephone: 01425 621893 Email: [office@newforestmencap.org](mailto:office@newforestmencap.org)

**Chairperson** For most Club activities this refers to the Chairperson of the relevant Club Management Committee. Otherwise issues can be raised with the Chairperson of New Forest Mencap. Contacted through the office administrator at the Nedderman Centre.

**Team Leader** will be identified for each volunteer or is the person next in seniority to the person reading this policy.



**COMMENT/CONCERN/COMPLAINTS FORM**

**Report of comment / concern / complaint (delete as appropriate)**

made on \_\_\_\_/\_\_\_\_/\_\_\_\_ (date)

**By,** (name of person/service user):

\_\_\_\_\_

(Organisation / contact  
details): \_\_\_\_\_

**To,** (name of Mencap Staff Member)

Brief outline of issues raised – continue on separate sheet if needed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Action taken:**

- Resolved informally and action taken \_\_\_\_\_

- Further investigation required \_\_\_\_\_

-Advised of Complaints Policy Yes / No

-Given copy of Complaints Policy Yes / No

- Notified Team Leader on: \_\_\_\_/\_\_\_\_/\_\_\_\_ (date) Yes / No

- Notified Manager/ on: \_\_\_\_/\_\_\_\_/\_\_\_\_ (date) Yes / No