



## COMPLIMENTS, COMMENTS OR COMPLAINTS POLICY

### Rationale

To identify a clear statement of procedure to assist individuals wishing to make a compliment, comment or complain about any aspect of a service received through Isle of Wight Mencap.

**If I have a compliment, comment or complaint** about a service provided by IOW Mencap, what do I do?

IOW Mencap aims to provide its members and individuals seeking information, advice and support with the best possible service.

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 and may want to suggest how we can improve services.

We consider all comments, positive and negative, helpful for our future planning. Anyone dissatisfied about the standard of our service, or the actions or lack of action taken by IOW Mencap, should tell us. We take expressions of dissatisfaction by service users seriously, whether they take the form of a comment or a complaint and we are committed to dealing with them fairly and efficiently.

We would also like to know of the times users are happy with the service provided by us and wish to say thank you, or have a suggestion to help improve our services.

By inviting comments and encouraging feedback, we aim to ensure that our services are continually reviewed so they meet the needs of users.

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

Not at first. You can talk informally to a member of staff, your Manager or the IOW Mencap Secretary to the Trustees, but if you find your complaint is not easily sorted out then it would be better to get it down on paper.

How quickly will you sort things out? We will attempt to put things right informally as soon as possible or within 10 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 IOW Mencap Executive Trustees Committee to meet, within a maximum of 21 working days.



## **IOW Mencap has a three stage process to deal with complaints.**

### **Stage 1**

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

First of all, discuss your concerns with a member of staff, e.g. office staff or Supervisor, 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 directly with the IOW Mencap Secretary to the Trustees, who can be contacted on 01983 825697 or email [IOWMencap@aol.co.uk](mailto:IOWMencap@aol.co.uk)

If you are unhappy with the outcome at stage one, you can follow the process in Stage 2 if you wish to take the matter further.

### **Stage 2**

Submit your complaint in writing to: -

Human Resources Trustee  
IOW Mencap  
c/o Haylands Farm  
34 Salters Road, Ryde, IOW  
PO33 3HU

[marking the envelope 'for the personal attention of the HF Trustee']

Explain why you are still unhappy with the outcome and the HR Trustee, who has overall responsibility for dealing with complaints, will review the way your complaint has been investigated and the outcome on your behalf.

You will receive a full response within 10 working days. If, for any reason it may take longer we will let you know.

### **Stage 3**

If the problem remains unresolved to your satisfaction, then you can request that the IOW Mencap 'Independent Trustee' takes up the issue on your behalf. To arrange this, you will need to contact the 'Independent Trustee' in writing at the Mencap address given above.

Following the meeting of the Mencap Executive Trustees Committee and their subsequent investigation, you will be sent a written record of the outcome within a maximum of 21 working days.



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

Requesting a Compliment/Comment/Complaints form by:

- o E mail [iowmencap@aol.co.uk](mailto:iowmencap@aol.co.uk)
- o By phone 01983 566038
- o In person from the IOW Mencap Registered Office, Haylands, 34 Salters Ryde, PO33 3HU

When we receive a compliment, we will pass your thanks on to the people concerned and see if there is anything we can learn from it.

When you make a comment about the service you have received, it will be passed on to the relevant manager to see if it can help us to do things better.

## **Complaint**

This is a more formal registration of dissatisfaction to which the Trustees Secretary or Chair of the Trustees will respond.

A complaint can be many things, and possible scenarios are listed below. For example, when you are dissatisfied about:

- The standard of service received from us
- Our response to a request for service
- Our actions
- The behaviour of a member of staff
- Harassment, bias or unfair discrimination - we promise to investigate and seek to put right any unfairness or unfair discrimination. If you feel that you have been treated unfairly in any way whilst accessing our services, please let us know so that we can seek to resolve the situation.

If you require any further information, then please contact the Secretary to the trustees on 01983 825697 or write to IOW Mencap, c/o Haylands Farm, Ryde, PO33 3HU

Policy reviewed and agreed by Trustees 6/11/17.

Next review November 2020.





## COMPLIMENTS, COMMENTS OR COMPLAINTS FORM

Details of compliment/comment/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 Compliments/Comments/Complaints Policy

Yes/No

Given copy of Compliments/Comments/Complaints Policy

Yes/No

Notified Line Manager: \_\_\_/\_\_\_/\_\_\_ (date)

Notified Chair of Trustees: \_\_\_/\_\_\_/\_\_\_ (date)