



Complaints Procedure Feb 2020

Step one: contact the service directly

If you want to comment or complain about a particular Greenwich Mencap service, staff member or trustee you should contact the service directly in the first instance

Please leave a message on 020 8305 2245 if you are unsure which service area to contact.

If the problem is not resolved to your satisfaction or you cannot find a contact, move to Step Two.

Step two: make a formal complaint

You can either:

- Write directly to a particular service area Manager,
- or
- complete one of our Customer Complaints forms.

If you are unsure who to complain to call 0208 305 2245 ext 1

Step three: what do we do about your formal complaint?

- We will try to confirm that we have received your complaint **within five working days**.
- We will forward your complaint to the manager of the service concerned.
- The manager will normally send you a full written reply **within 15 working days** of getting your complaint.

Step four: if you are not happy with your reply

If you are not happy with your reply, you can ask for your complaint to be taken up by the Director of services. The Director of services will:

- Confirm that they have received your complaint **within five working days**.

- Send you a full written reply **within 20 working days**.

Step five: if you are unhappy with the second response to your formal complaint

- The Director of services will tell you how you can appeal to the Chair of the Greenwich Mencap Board of Trustees. You should appeal within four weeks of receiving the second response to your complaint.
- The Chair will investigate your complaint for a final time. You will be informed that the Chair has received your complaint **within five working days**.
- The Chair will send you a full written reply **within 30 working days**.

Review of Policy or Procedure

Greenwich Mencap reserves the right to amend or revise the policy above in accordance with changes in the law and changes in codes of practice.

Signed as read and understood		Signed by Line Manager	
Name	Date	Name	Date
Job Role		Line Manager	

Date this policy was first implemented

Other relevant Policies and/or Procedures: Confidentiality & Data Protection Policy, Conflicts of Interest Policy, Disciplinary Policy, Diversity & Equality Policy, Staff Handbook, Finance Policy, Flexible Working Policy, Health & Safety Policy, Safeguarding Policy, Time Off In Lieu Policy, Travel Policy, Whistle blowing Policy.

Where it is located: [www.greenwichmencap.org.uk/ AGM,News & Policies](http://www.greenwichmencap.org.uk/AGM,News%20&%20Policies)

Last Review: Feb 2020

Next Review: Feb 2022