



The local voice of learning disability

Complaints Policy

Reading Mencap
Date: 18th February 2020
Review: February 2022

Tel: 0118 966 2518
Email: office@readingmencap.org.uk

www.readingmencap.org.uk

Registered Charity: 1118287, Company Number: 05976118

Office Use Only (annotate on WORD copy of policy only)	Tick	Date: dd/mm/yy
Policy authorised & uploaded to PDF File ✓		
Policy schedule updated ✓		
Old version policy deleted on both files✓		
Uploaded to Word File ✓		

Introduction

This policy is intended for use by anyone who has interaction with Reading Mencap as a service user, parent, carer, member of the public or partner organisation.

Volunteers should refer to the Volunteers Problem Solving Procedure and related Volunteer Policy.

Everyone has a right to express their views or complain about a service provided by Reading Mencap or any other issue. By inviting comments and encouraging feedback, Reading Mencap aims to ensure that the way it provides its services or acts as an employer is continually reviewed and meets the needs of its users and staff.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff or other person concerned.

The more formal procedure outlined below is intended for use where informal communication has not resolved the problem

Procedure

Stage 1 - Informal

It is hoped that any problems or complaints that a service user, parent, carer, member or person using the services provided by Reading Mencap may have, can be dealt with informally at source.

Stage 2 – In Writing

If a problem cannot be resolved in this way, they should either contact the Chief Executive Officer in person or in writing, or by telephone, giving full details of their complaint to

The Chief Executive Officer, Reading Mencap, 21 Alexandra Road, Reading, RG1 5PE. or Email ceo@readingmencap.org.uk Tel:0118 9662518

The Chief Executive Officer will acknowledge, in writing within ten working days, the receipt of any complaint. In addition to stating the nature and circumstances of the complaint the complainant is strongly encouraged to state the remedial action they wish to be taken.

If the complaint is about the Chief Executive Officer, the complaint should be addressed to the Chair of Trustees (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative

The Chief Executive (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the

complaint is found to be justified, the Chief Executive Officer (or Chair of Trustees) will agree any necessary further action with the complainant.

Stage 3 - Appeal

If the matter has not been resolved, or if there is no satisfactory outcome within four weeks of the date the complaint was received, the complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three Trustee Board members, which will include at least one Honorary Officer. The appeal must be lodged within 20 days from the date of the original findings of the complaint's procedure. The appeal will be dealt with within 20 days of receipt of the wish to appeal by the complainant. The Appeal should be addressed to:

The Chair of Trustees, Reading Mencap, 21 Alexandra Road, Reading, RG1 5PE. or Email Chair@readingmencap.org.uk and marked 'Complaints Appeal, Confidential'.

If the Chair of Trustees has already been involved in the complaint's procedure at stage 2, another nominated Trustee will lead the Appeal Panel.

The Chair of Trustees will convene the quorum Appeal Panel of Trustees meeting and discuss the matter confidentially and convey the result to the complainant in writing.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final, and no further appeal is possible within the organisation.

The Chief Executive Officer (or Chair of Trustees) will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

External Bodies

If the complainant still feels that the complaint hasn't been appropriately dealt with, they may report it to the following agencies where relevant:

1. **Fundraising Regulator** – if the matter relates to complaints about the way you have been asked for donations or the way in which fundraisers have behaved. Telephone 0300 9993407, Website, www.fundraisingregulator.org.uk/complaints
2. **Charity Commission** – if this is a serious concern about the charity, for example:
 - The Charity is not carrying out the service it claims to;
 - The Charity is losing a lot of money;
 - The Charity or its staff/volunteers are harming people;
 - The Charity is being used for personal profit or gain;
 - The Charity is involved in illegal activity;

(in these cases please refer to the Charity's Whistleblowing Procedure, first to ensure that you have adequately raised these concerns within the organisation first)

Tel: 0300 0669197 (Monday to Friday, 9am to 4pm)

Website: <https://forms.charitycommission.gov.uk/raising-concerns/>

Signed: 

Position in Reading Mencap: Chair of Trustees

Date: 18th February 2020

Signed: 

Position: Chief Executive Officer

Date: 18th February 2020