

What to do if you have a concern or worries about your Support Provider (or the Support Provider of the person you are representing):

- Contact the Provider directly. Speak to the Senior Support Worker or Manager. Each Provider should have their own information about how to make a complaint or give feedback and compliments
- If you feel that your issue is not resolved, speak to a Care Manager in the Community Learning Disability Team (0208 547 6558). They should be able to talk to the Provider on your behalf and help to address your concern. They will also raise this with the Team Leader who can record your issue as a Serious Concern is appropriate or advise you if Safeguarding Procedures need to be followed.
- If the issue is still not resolved and you think your concern affects more than one person, you can ask for it to be raised at the Learning Disability Quality and Commissioning Action Group. The family/carer representatives on this group are Gill Wood (gillcwood@blueyonder.co.uk), Heather Notermans (heathernot@hotmail.com) and Mary McDonald (mary.mcdonald@blueyonder.co.uk). They can also be contacted through the Kingston Mencap admin phone number, 020 8816 7500 (office hours Monday & Tuesday, 9.30am-2.30pm).