



Complaints' Policy and Procedure

Reviewed May 2011

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Introduction

Everyone has the right to express their views or complaint about an activity/club provided by Kingston Mencap or an individual associated with Kingston Mencap. By inviting comments and encouraging feedback Kingston Mencap aims to ensure that its activities and clubs are continually reviewed and meet the needs of members.

Complaints Procedure

People who wish to complain should speak first with the club leader or organiser responsible for the club or social event they are using or taking part in:

- Seekers Club Zerrin Izli 07523 969855
- Xpressions Dave Cafferty 07749 275425
- Future Friends Jill Kemp 07752 636357
- Saturday Drop-In Michelle Kitch
- Kingston Mencap Gill Wood (Chair) 020 8540 1399

If that club leader is the subject of the complaint he or she should not deal with it. The complaint should be referred to either the Chair or the Secretary of the Trustee Committee.

The complainant may speak to them either in person at the Club or by making an appointment for the leader or chair to visit them at home, speak on the telephone, or by writing in regarding their complaint.

All complaints will be treated seriously with respect, politeness and in confidence.

Stage 1

1. Once received, verbally or in writing, the complaint (unless it can be resolved immediately), will be acknowledged by the club leader in writing to the complainant within five working days. The chair of the Trustee Committee should also be informed at this stage.
2. The club leader dealing with the complaint should record details in writing. For example what has occurred and the result (see appendix 2: Record of the Complaint). A voice recording of the details can be made with the agreement of the complainant; this should then be summarised in writing. The complainant and the club leader should agree on the record of the complaint. In the unlikely event of agreement not being reached then both interpretations should be recorded.
3. The club leader will try and resolve the complaint at this stage, asking the complainant how he/she feels the problem could be resolved and agree the action to be taken with the complainant.
4. If the Club Leader cannot at the time resolve the complaint then they should tell the complainant this and say when they can expect to receive further information. All complaints should aim to be resolved within 25 working days. If it is to be longer than

this then the complainant should be informed as to the reason and expected time of resolution.

5. If the complainant believes that effective action has been taken, the complaint will be resolved. If necessary an agreement will be made as to how monitoring will continue to ensure further problems do not arise, including meeting again to review progress on action if appropriate.

Stage 2

1. If the complainant is not satisfied with the action taken, he/she has the right to meet with the Chair, or in his/her absence another member of the Trustee Committee

The original record of the complaint will be used by the Trustee Committee members to try and resolve the complaint with the complainant.

2. The Trustees will write to the Complainant with their final decision.

At all stages of the procedure the complainant has the right to be represented by another independent organisation or individual. Kingston Mencap will provide an interpreter or signer if needed.

If the complainant is not satisfied with the action taken by Kingston Mencap at any time whilst dealing with their complaint, they should be reminded that they have the right to contact other independent individuals, organisations, their Member of Parliament, local councillor or Royal Mencap at any time.

A record of all complaints will be retained by the Chair of the Trustee committee and the committee will periodically review them.

Complaints involving an allegation of abuse

Where a complaint involves an allegation of abuse Kingston Mencap must notify its local authority safeguarding children or adult team and/or the police. If those authorities decide to investigate the matters themselves Kingston Mencap must provide assistance to them for that investigation. This external process must be complied with and will supersede Kingston Mencap's own complaint investigation.

Confidentiality

The identity of the complainant and, where relevant, of the person subject to the complaint, will be kept confidential and restricted to those directly responsible for investigating the complaint. If it is necessary to speak to individuals who were witnesses to events, it will be made clear to everyone involved that they are bound by confidentiality regarding the whole matter.

How to tell someone you are unhappy with something happening in your club or service run by Kingston Mencap

If you need help to understand this then please talk to a leader or event organiser who will give you the help you need. Or contact Careline Information centre 0208 875 0500 who will help find an organisation to help you.

- Kingston Mencap wants to know if you are unhappy with something at your club or service
- If you are unhappy with something or somebody, talk to your club leader or the person running the event. You can do this by talking to them at the time you are unhappy or after using the telephone or asking to meet with them or asking them to come to your home. If you are unhappy with something the leader or event organiser has done then you should talk or write to the Chair of Kingston Mencap.
- The leader or organiser must listen to you. You can ask someone else to be with you when you talk to them.
- Tell the person you speak to what you are unhappy about, what happened and when and how you felt when it happened.
- If you want to you can ask to make a tape to let people know what has happened, or you can ask for it to be written down. The leader or event organiser will help you do this. They will agree what is written down with you.
- If the club leader or event organiser can change things to make you feel happy then they will do so at the time you talk to them. They may need to talk to other people and need some time to do this. If this is the case they will write to you to say they know you are unhappy and what they are doing about it.

- When you talk to the Club Leader or event organiser about what they are going to do, you can say if you are happy or not. If you are happy you may want to meet with the club leader or event organiser sometime in the future to talk about if things are better.
- If you are still not happy you can talk to the Chair or another Trustee of Kingston Mencap. They will think about everything you have said and make their minds up about the action needed. They will let you know what they have decided.
- If you do not agree at any time after telling someone you are unhappy, then you have the right to go to your MP, Councillor, Royal Mencap representative or ask for help by Kingston Advocacy.



RECORD OF COMPLAINT

Date complaint received:

Name and job title of person completing form:

Name of Person making Complaint:

Complainant's Address & Contact No:

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Name of person to whom the complaint is addressed:

Detail of Complaint:

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OFFICE USE

Type of response given, e.g. written or verbal:

Details of response made:

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Name of person giving response and date:

- Copies to be given to: Complainant
Club leader
Chair of Trustees Committee