

HARPENDEN MENCAP

The voice of learning disability

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Complaints Procedure

Introduction

Everyone has a right to express their views or complain about a service provided by Harpenden Mencap. By inviting comments and encouraging feedback, Harpenden Mencap aims to ensure that its services are continually reviewed and meet the needs of users.

Procedure

Stage 1

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

Stage 2

If a problem cannot be resolved in this way, they should write, giving full details of their complaint to

The Director
Harpenden Mencap
19 Douglas Road, Harpenden, Hertfordshire, AL5 2EN.

Stage 3

If the matter has not been resolved, or if there is no satisfactory outcome within four weeks of the date the Director received the written complaint, the matter should be referred to

The Chairman of the Executive Committee

Harpden Mencap

19 Douglas Road, Harpenden, Hertfordshire, AL5 2EN

The Chairman will then discuss the matter confidentially at a meeting of the Executive Committee and convey the result to the complainant in writing.

Signed: Karen Stafford Director

Date: January 2017

Policy review:

Implemented- October 2015
