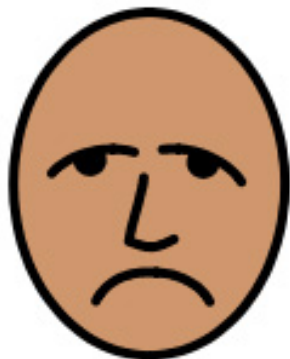
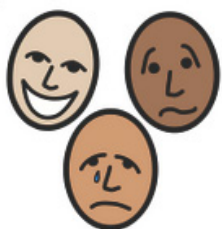


What is a complaint?



A complaint is something you make if you are unhappy with a service.

This could be:



feeling



unsafe,



feeling upset,

being



hurt



We welcome complaints.
They help us improve our
services.

What to do if you're unhappy



Speak to a member of staff.

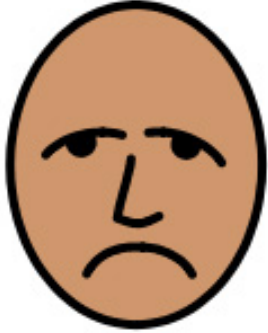


Usually we will be able to answer your questions quickly.



Staff will try to make the problem better.

What to do if you're still unhappy



If the problem isn't solved you may still feel unhappy.



You can make a formal complaint.



These are dealt with by a manager or Trustee

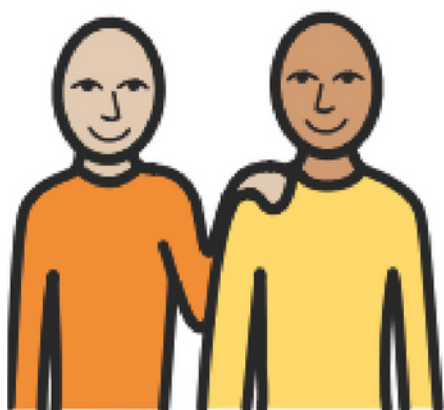
Who can help you make a formal complaint



There are people who can help you make a formal complaint.



A member of staff at Leeds Mencap can help.

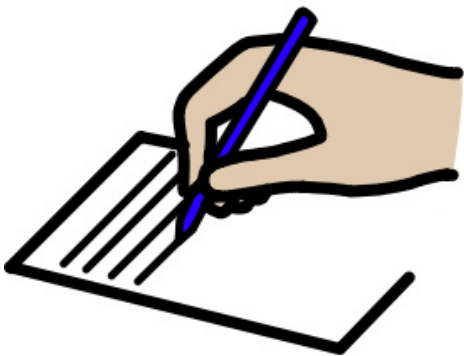


A family member, friend or carer can help.

How to make a formal complaint



Speak to a member of staff.
They will record it.



You can write to:
Leeds Mencap,
The Vinery Centre
20 Vinery Terrace,
Leeds,
LS9 9LU

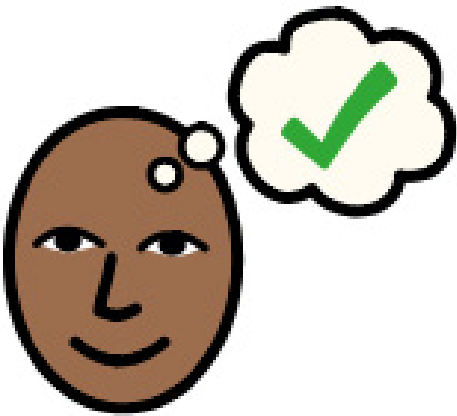


You can send us an email to
administrator@leedsmencap.org.uk

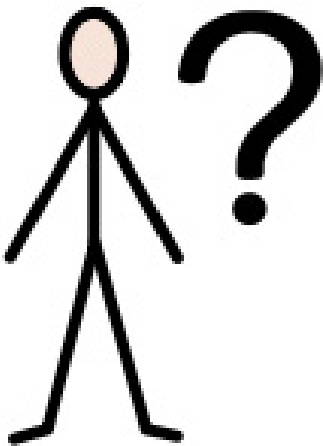
What we will do



We will listen carefully to your complaint.

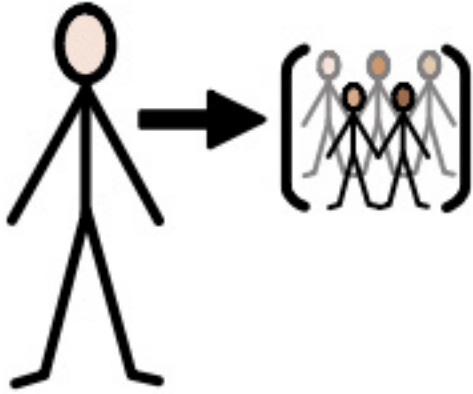


We will make sure we understand what the problem is.

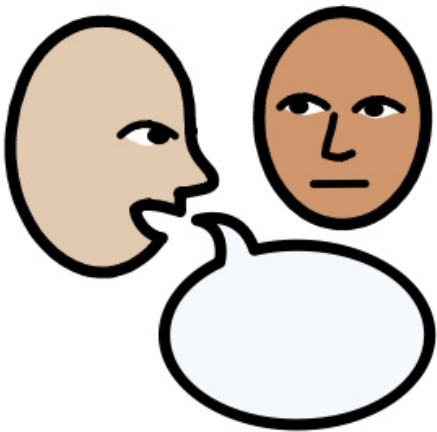


We will tell you we have received your complaint and who is dealing with it.

What we will do



Where possible, we will involve you in the investigation.

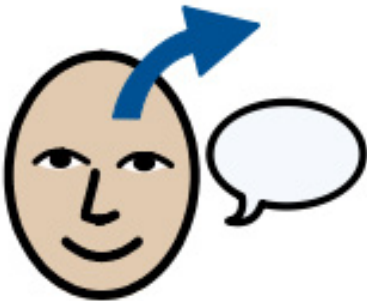


We will tell you about the progress of the investigation.



You will receive a reply as quickly as possible, within 20 working days.

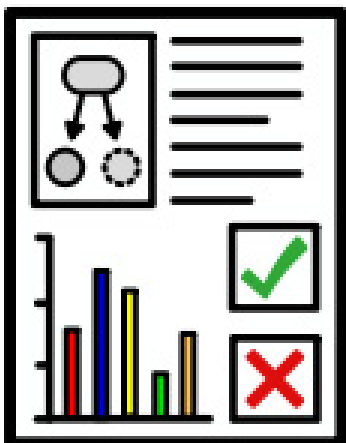
What we will do



We will explain the outcome to you clearly.

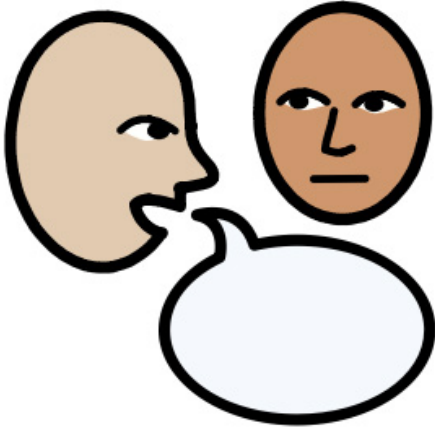


We will use your complaint to improve our services.

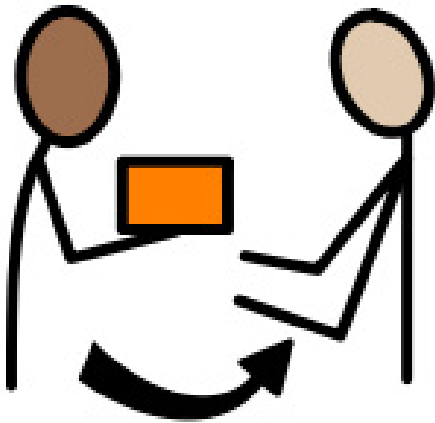


We will record all complaints and our responses.

What to do if you're still unhappy



Let someone know you are unhappy with the outcome.



The complaint will be passed on to our Chair of Trustees who will arrange a meeting within 14 days.

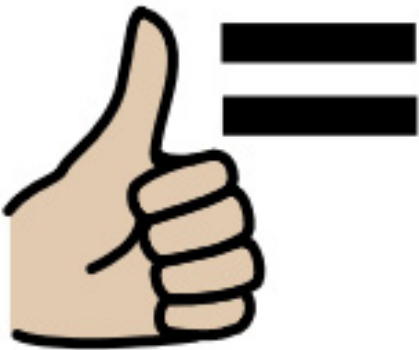


You will receive a reply as quickly as possible, within 10 working days.

Our promise to you



We will support and help you through all stages of your complaint.



We will treat you fairly.



We will always respond as quickly as possible.