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Complaints Procedure – Easy Read Version

Introduction



Everyone has a **right** to give their **views** or **complain** about a service provided by Bromley Mencap. We **ask** for people's **views** so that we can **review** the **service** and **meet** the **needs** of users

Stage 1



We hope that any **problems** or **complaints** a **person** has can be **sorted** out by **talking** to the person **face to face** or over the **phone**.

Stage 2

If a problem **cannot** be **sorted** out this way, the person should **write** to us, giving full **details** of their **complaint** to:



The Chief Executive
 Bromley Mencap
 Rutland House
 44 Masons Hill
 Bromley
 BR2 9JG

Stage 3



If the **problem** has still **not** been **sorted** out



and if the **person** is still **unhappy**

The **person** should **write** a **letter** to the **Chairman** of Bromley Mencap.



The Chairman
Bromley Mencap
Rutland House
44 Masons Hill
Bromley
BR2 9JG



The **Chairman** will then have a **meeting** with at least 3 trustees from the **board of trustees** and **talk** about the **complaint**.



This will be **confidential**.



The **chairman** will then **write** a letter saying what they have **decided** to do about the **complaint**.



You **also** have the **right** to **speak** to **Bromley Council**. The **Council** can **look** into **complaints** about care for people.



If **you** or your **family** have a **complaint** about adult social care **services** the Council has a team of people who can **look** into **for you**



A **complaint** form can be found at:
https://www.bromley.gov.uk/site/xfp/scripts/xforms_for_m.php?formID=178&language=en



If you are still **unhappy** with what they have said you can contact the **Local Government and Social Care Ombudsman**



Information about how to complain to the **Local Government & Social Care Ombudsman** can be found at
<https://www.lgo.org.uk/how-to-complain>