

Version	6
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Complaints Procedure

Introduction

Everyone has a right to express their views or complain about a service provided by Bromley Mencap. By inviting comments and encouraging feedback, Bromley 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 Bromley Mencap may have can be dealt with informally at source.

Initial investigations will be carried out by the relevant service manager, and recorded in the Bromley Mencap Complaints Log.

Stage 2

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

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

Telephone: 0208 466 0790

Depending on the nature of the complaint, it is likely that a member of the Senior Management Team will be appointed to investigate and report the findings to the Chief Executive, who will then respond on behalf of Bromley Mencap.

Stage 3

If you are not satisfied with the response to your complaint you can take your complaint to the Local Government and Social Care Ombudsman www.lgo.org.uk

Appendix 1 – Other Organisations

You can also contact the following organisations about your complaint, but in most cases, this should be after we have had an opportunity to deal with the situation.

1. London Borough of Bromley

The Customer Contact Centre can be contacted at:
London Borough of Bromley
Civic Centre
Stockwell Close
Bromley
BR1 3UH

A compliment or complaint form is available at:
<https://www.bromley.gov.uk/complaints/complaints-procedure-1>

2. Local Government & Social Care Ombudsman

The Local Government and Social Care Ombudsman can look at all adult social care complaints. This includes care that is funded privately without council involvement.

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

3. Ofsted

Ofsted state that the first step is always to raise any issues with a school, service or provider by completing their full complaints procedure, as most issues can be resolved in this way. Ofsted may not be able to accept a complaint if this hasn't already been done.

Where a complaint is made to Ofsted, this does not mean they will carry out an inspection because of the complaint. Inspectors may discuss issues raised in a complaint with the school, service or provider when they carry out their usual inspection.

Information on how to complain to Ofsted, can be found at
<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

All links checked on May 6th 2025