

# COMPLAINTS POLICY



Leighton Buzzard  
and district

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Leighton Buzzard Mencap (“the Society”) maintains this formal Complaints Procedure which makes it as easy as possible for anyone who is unhappy about the Society, its activities or services, or anyone connected with the Society, to raise a complaint and to have that complaint dealt with promptly.

## **1. NOT SATISFIED WITH OUR SERVICE?**

Talk or write to the person responsible for providing the service, so that your problem may be dealt with immediately.

If the complaint involves an allegation of abuse the Society will notify the Central Bedfordshire Council Child or Vulnerable Adult Protection Team (who may in turn refer the matter to the Police) and if those authorities decide to investigate the matter themselves, the Society will assist in that investigation.

In all other circumstances, the Society will do its best to resolve the complaint internally, in accordance with the rest of this Policy as set out below.

## **2. STILL NOT HAPPY?**

Put your complaint in writing to the Secretary of the Society, or, if your complaint is about that person, to the Chair of the Trustees. The contact details for both are given below at the end of this document.

### **2.1 WHAT HAPPENS NEXT?**

In normal circumstances you will receive a written reply within 10 working days of the receipt of your complaint.

## **3. STILL NOT SATISFIED?**

If this written reply is unsatisfactory, write to the Chair of Trustees asking that the matter be placed on the agenda of the Board of Trustees of the Society at its next meeting. Such a request will, in normal circumstances be acknowledged within 5 working days of being received.

### **3.1 WHAT HAPPENS THEN?**

The Board of Trustees, at its next meeting, will discuss the complaint and the Secretary will then reply to you within 5 working days of the meeting. The decision of the Board of Trustees will be final.

## **4. CONTACT DETAILS FOR LEIGHTON BUZZARD MENCAP CHAIR AND SECRETARY**

E-mail: info@lbmencap.org

Telephone: 07934 916 422