

# **Southend Mencap**

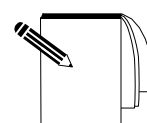
## **Comments, Compliments and Complaints Policy**

**If you are not happy about something we have done, this is what to do.**



You can tell one of our staff what has happened. We will listen to what you say, try to find out why it happened and give you an answer in two weeks.

If you do not want to talk to us, or if you think it is too serious, you can write to us. We will answer your letter within 30 days.



If you are not happy with our reply you can ask for our Committee to look at your complaint. They will answer you within 30 days.

If you think it is very serious you can contact the Committee straight away.

If you have any comments or compliments you would like to send in, you can either tell one of our staff or write in with them for the team to look at.

Your key worker or support worker or a friend can help you to contact us.



Our address and telephone number is at the bottom of the page.

Southend Mencap  
100 London Road  
Southend on Sea  
SS1 1PG  
Tel: 01702 341250