

How to Complain



If you are unhappy with the service or a person working for Watford Mencap, we would like you to let us know.

If you tell us when we do something wrong, it helps us learn to do things better



Please tell us what you are unhappy about. We would like to know:

- what happened
- when it happened
- where it happened
- who you want to complain about
- what you want them to do to make the problem better.

You also need to give some information like your name and address.



If you need an interpreter or sign language expert to support you with making a complaint, we can organise this for you.



We will:

- listen to you
- be polite and helpful
- deal with your complaint fairly
- tell you how we are getting on with your complaint
- say if we have done something wrong and try to put it right

We will tell you that we have received your complaint within 5 working days.

We will let you know who to contact if you have questions.

You will be told what has happened within 28 days and if possible, we will try and do this earlier.

If you are unhappy with the outcome, you can ask for a more senior manager to review the complaint.



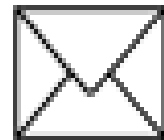
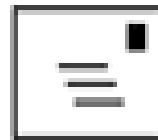


You can complain to anyone at Watford Mencap.

By Phone: 01923 713 620

By Post:

Complaints,
Watford Mencap
92a Langley Road
Watford
Herts
WD17 4PJ



On our website:

[http://www.watfordmencap.org.uk/about us/quality/complaintcomplaint](http://www.watfordmencap.org.uk/about_us/quality/complaintcomplaint)

By email

admin@watfordmencap.org.uk or for serious complaints
ceo@watfordmencap.org.uk

Local Ombudsman <https://www.lgo.org.uk/make-a-complaint/how-to-register-a-complaint>