

If you have any comments about the service we provide, or any suggestions for improvement, please let us know.

If however you have a complaint about our service, this is what you should do:

1. In the first instance, please contact the Manager regarding your concerns, as these can often be resolved quickly and informally through discussion.
2. If this for any reason is inappropriate, or after this you remain dissatisfied and you wish to make a formal complaint, the best way is to put your concerns in writing to the manager. Be sure to include the following information:
 - Your name, address and telephone number. If you are making the complaint on behalf of someone else, their details and, if possible, their permission.
 - The details of what actually happened and the names of any staff involved if applicable.
 - A list of what you are actually concerned about, and the questions you would like answered.

- What you would like to happen as a result of your complaint
3. Carers Support Merton will acknowledge your letter in writing within 5 working days of receipt. If you need an interpreter or advocate to help you make your complaint, Carers Support can arrange this for you.
 4. Your complaint will be investigated by the Manager, in consultation with the Chair of the Management Committee who will try to resolve the matter informally.
 5. The Manager will aim to provide you with a response to your complaint within 21 days. Should your complaint be against the manager, you should write to the Chair of the Management Committee directly, who together with two other Management Committee members will investigate the complaint and will attempt to resolve the matter informally within 5 working days.
 6. If you remain unhappy with the response to your complaint, you may put your case in writing, or personally to a panel comprising of the chairperson of the Management Committee and two other arbiters not previously involved in investigating the complaint. If attending personally, you have the right to be accompanied by a friend or advocate.

(The panel also has the right to have an advisor present).

7. The decision of the panel will be final.
8. Where appropriate, Carers Support Merton will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
9. All formal complaints and the responses made to them will be recorded and filed in a secure place.

If a carer makes a complaint they may continue to have access to the services of Carers Support Merton, without prejudice, if they so wish.



Carers Support Merton aims to provide a service of the highest quality to all of its service users, and we positively welcome any suggestions you may have for how we can improve our service.

However, we do recognise that there are also occasions when individuals are unhappy about aspects of the service received. We want to know about these occasions, because, like you, we would rather the same problem did not happen again.

You can contact Carers Support Merton in the following ways:

Write to:

The Manager (or Chairperson)
Carers Support Merton
First Floor, Unit 2
24 Deer Park Road
London
SW19 3UA

Telephone:

0208 543 0347

Fax:

0208 542 6874

Email:

info@carerssupportmerton.co.uk



Comments and Complaints