

Comments, complaints and compliments

What happens if I make a complaint?

We will:

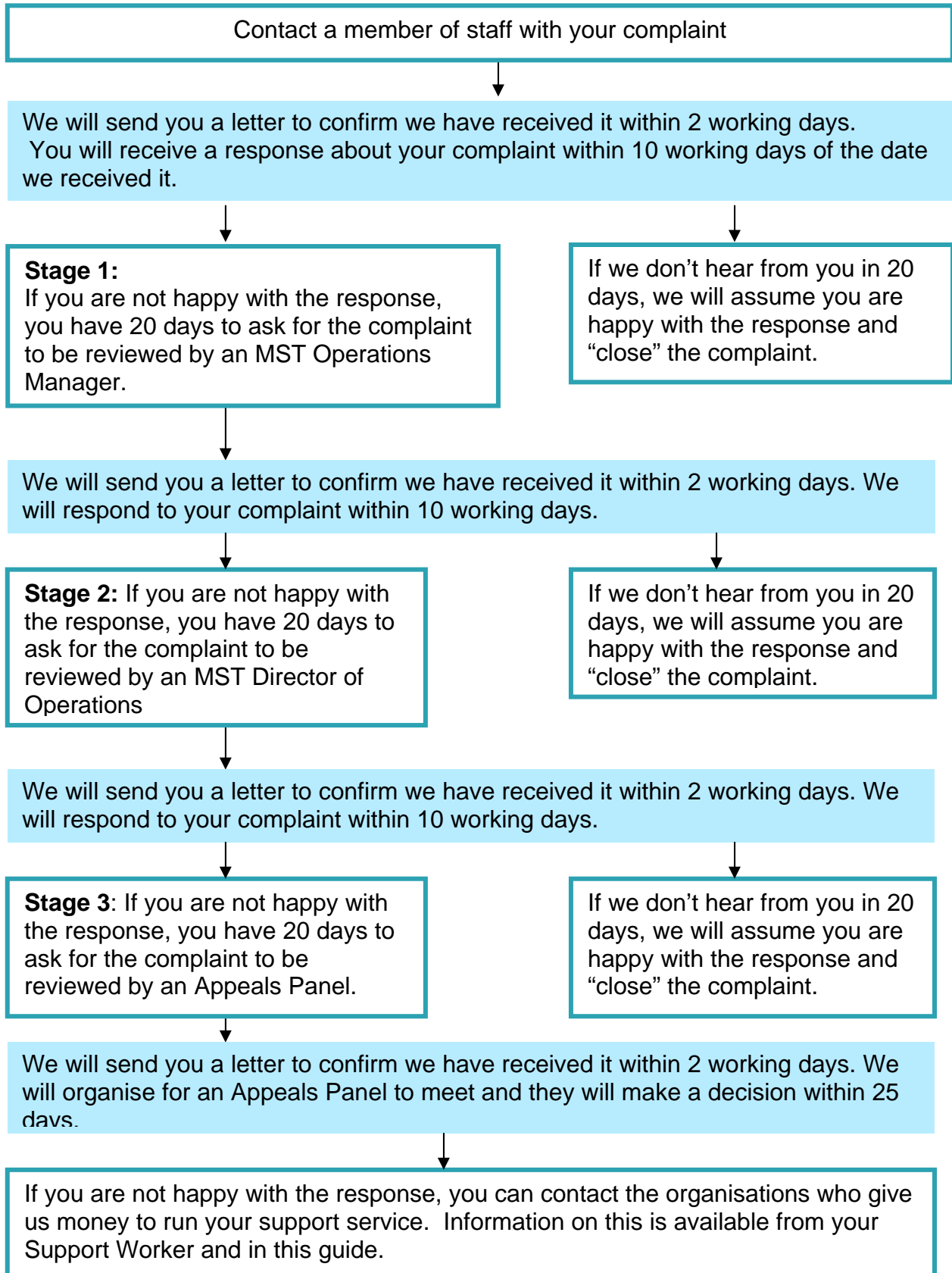
- record the details.
- send you a letter to confirm that we have received your complaint within 2 working days. The letter will say who is dealing with your complaint and the date they will respond by. This will also happen if you are not happy with the response we send and would like your complaint to be reviewed.
- Send you a response that will explain either how we are going to act on your complaint or why we are unable to do so
- Make sure that your privacy and support are protected if you are complaining about your Support Worker

The way we handle complaints is listed on the next page.

What happens if I give feedback or make a compliment about the service?

- We follow a very similar process to our complaints process. We will send you a letter to confirm that we have received your feedback or compliment within 2 working days. We will then send a further response within 10 working days to say what we have done with your feedback.

The way we handle your comments, complaints and compliments



Equality and diversity

Metropolitan Support Trust celebrates diversity and promotes a culture where differences between people are respected and valued.

To help us ensure that we do this effectively, please provide the information requested below in relation to the applicant.

The information will be treated in the strictest confidence and will only be used to monitor diversity. Please complete the questions by placing a tick in the appropriate box.

Ethnic origin

| Asian/Asian British | | Mixed | |
|-------------------------------|--|---------------------------|--|
| Bangladeshi | | White and Asian | |
| Indian | | White and Black African | |
| Pakistani | | White and Black Caribbean | |
| Other | | Other | |
| Black/Black British | | White | |
| African | | British | |
| Caribbean | | Irish | |
| Other | | Other | |
| Chinese or other ethnic group | | | |
| Chinese | | Refused | |
| Other ethnic group | | | |

Religion and belief

| | | | |
|-----------|--|----------|--|
| Christian | | Jewish | |
| Muslim | | Buddhist | |
| Hindu | | Other | |
| Sikh | | None | |
| | | Refused | |

Disability

| | | | |
|--|-----------------|----|---------------|
| The Disability Discrimination Act (1995) describes a disability as “a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day-to-day activities”. | | | |
| Would you consider yourself disabled under this definition? | | | |
| Yes | Please specify: | No | |
| If yes, please select disability | | | |
| 1 | Visual | 2 | Hearing |
| 3 | Mobility | 4 | Cognitive |
| 5 | Learning | 6 | Mental Health |
| 7 | Speech | 8 | Wheelchair |
| 9 | Physical | | |

Sexual orientation

| | | | |
|---|--------------|---|---------|
| 1 | Heterosexual | 2 | Gay |
| 3 | Bisexual | 4 | Lesbian |
| 5 | Refused | | |