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Russian

Если вы хотите, чтобы
какая-либо часть этого
документа была устно
переведена на ваш язык,
пожалуйста, позвоните
по телефону 020 8274 5940

Polish

Jeśli chciałbś jakaolwiek
część tego dokumentu
przetłumaczoną na język
ojczysty, to proszę
zadzwoń pod numer
020 8274 5940

French

Si vous souhaitez qu'une
partie de ce document
soit traduit dans votre
langue, veuillez appeler le
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Somali

Haddii aad jeclaan laheyd
in qeyb dukumentigan ka
mid ah luqaddaaada ama
afkaaga laguugu turjumo,
fadlan teleefoon u soo dir
020 8274 5940

Farsi

اگر شما میخواهید هر بخشی
از این سند به زبان شما برایتان
ترجمه شفاهی بشود لطفاً با
شماره تلفن 020 8274 5940
تماس بکیرید.

Gujarati

જો તમને આ દસ્તાવેજનાં કોઈપણ
ભાગનું કોઈ ભાષાંતર તમારી પોતાની
ભાષામાં જોઈએ છે તો, મહેરબાની કરી
ટેલિફોન કરો 020 8274 5940

Spanish

Si desea alguna parte de
este documento en su
propio idioma, llame al
020 8274 5940

Albanian

Nese do deshironi ndonje
pjese te ketij dokumenti te
perkthyer ne gjuhen tuaj,
telefononi 020 8274 5940

Arabic

إذا كنت ترغب بالحصول على
ترجمة فورية لأي جزء من هذه
الوثيقة، فيرجى الاتصال ب:
020 8274 5940

Hindi

यदि आपको इस दस्तावेज के किसी भी
हिस्से का किया हुआ अनुवाद अपनी
भाषा में चाहिये, तो कृपया टैलिफोन
करें 020 8274 5940

Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ
کو اپنی زبان میں چاہیے، تو براہ مہربانی
ٹیلی فون کریں: 020 8274 5940

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ
ਵੀ ਹਿੱਸੇ ਦਾ ਕੀਤਾ ਹੋਇਆ ਅਨੁਵਾਦ
ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ 'ਚ ਚਾਹੀਦਾ
ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ
020 8274 5940



This leaflet is also available in Braille and large print.

*How to make Compliments,
Complaints,
Comments
& Suggestions*

Purpose of this Leaflet

The purpose of this leaflet is to explain how you can make compliments, complaints, comments & suggestions about services provided by MASCOT Telecare & Community Support Services. We welcome your comments, both critical and complimentary, as they let us know when we get it right and where there is room for improvement.

Letters of Appreciation

If you are happy with the service you receive from MASCOT Telecare or there was an area of work, which you felt was particularly excellent, please let us know. Letters to the MASCOT Business Support Manager, Linda Brackley are very much appreciated and encourage us to build on what we do well.

Suggestions

If you have any suggestions for making changes or improvements to the way we provide our service, please tell any member of MASCOT Telecare staff.

Complaints

We do try to get it right first time, but sometimes we may not meet your expectations of our service as set out in our Customer Charter. If you have not been satisfied with any aspect of the MASCOT Telecare service, please let us know. You may, in the first instance, speak to any of our Mobile Response Officers, admin staff or managers, either in person or by telephone. We will try to resolve your complaint straight away. In any event, we will treat your complaint as an opportunity to improve our service.

You may wish to telephone or write to The MASCOT Business Support Manager, whose phone number is **020 8274 5940** and whose email address is: linda.brackley@merton.gov.uk.

You may also write to the address on the back of this leaflet. You will receive a reply within 5 days. We will let you know what action is to be taken.

We will aim to resolve your complaint within 15 days.

If you are unhappy with the responses from MASCOT Telecare staff, you may refer your complaint to:

The Director of Community & Housing
8th Floor
Civic Centre
Morden
Surrey SM4 5DX

who will arrange for an investigation and response to your complaint.

Further Help

At this stage, should your complaint remain unresolved, or if you feel you need further help, you could contact the following:

- Merton's Chief Executive (Civic Centre)
- Your local Councillor, contactable at the Members Room, Civic Centre, or
- The Local Government Ombudsman
21 Queen Anne's Gate
London
SW1 9BI

The Complaints Officer at Merton Civic Centre can advise you about any of the above courses of action on: **020 8545 3509**.

MASCOT Telecare Focus Group



The MASCOT Telecare Focus Group meets regularly and is a forum where MASCOT Telecare's corporate customers and individual members get together with MASCOT Telecare staff and other professionals to focus upon current issues concerning MASCOT's provision of service.

For instance, items concerning customer care and security are put before the group and good practice standards are analysed. We will report any dips in service and show what improvements have been made by learning from our mistakes. All sorts of relevant issues may be discussed and anyone is welcome to put an item on the agenda. The formal part of the meeting lasts for a couple of hours starting at 11am on weekdays. This is followed by a buffet lunch where the chat is less formal but nevertheless valuable. The venue for the meeting may change each time, with particular emphasis placed upon access, so that less mobile members may attend.

Front-line members of our service are always welcome to attend and transport will be laid on if needed.

A big thank you to those of our members who have already taken the trouble to attend and have contributed to the meeting.

OUR Pledge:

"We promise to respond to the needs of our members promptly and efficiently. We will treat you fairly, getting to know your needs and preferences. We will support you in emergency situations in the home by putting you first, twenty four hours a day."



The MASCOT Management Team (left to right): Suzette Simon, Linda Brackley & Susan Baker.

