

Completing a Mencap template letter – some tips

We have assessed your case and decided that the most effective next step will be to send a letter to the authority or organisation involved. You have been provided with a template letter to complete with your details and send onto the relevant person. The template letter clearly sets out what information should be added by you.

Who should I send the letter to?

The job title of the person you should send the letter to will be at the top of the letter. This may be, for example, the Director of Adult Social Care. If you would rather send it to the named individual, you can find out who this person is by contacting your local council - www.gov.uk/find-local-council, but it is fine to send it as it is without finding out their name if you prefer.

You can use the same link above to find out the full address of your local council.

What information should I include?

Each Mencap template letter sets out different information that you may need to include, but here are some general tips:

- Make sure that you add in as many relevant details as you can.
- Names and dates are helpful – if you have received a letter on a certain date, or have been told something on a certain date, put this in the letter. Equally, if you have the names of anybody involved in your issue, include them too.
- Some of the template letters ask the authority or organisation to respond within a certain time. If you do not receive a response within this time, contact the Learning Disability Helpline. If you have not set a response time, but are concerned that you have waited a few weeks and still not received a response, contact the Learning Disability Helpline for further information.

Please contact the [Learning Disability Helpline](#) for advice or, if you are a member of the Legal Network, arrange to speak to a caseworker.

We hope that you have found this factsheet useful. Whilst you are here, we have a small favour to ask. More people are using our service than ever before. We can't keep up with demand. We don't want to turn people away, and we want to keep on developing more information resources like this factsheet, but we don't have enough money to expand. So you can see why we need to ask for your help. We know that our information and advice can make a real difference to the quality of life of the people we support. If people using our service could help to support us, our future would be much more secure.

Click here to make a small donation: www.donate.mencap.org.uk/phone

Find out more: www.mencap.org.uk/advice-and-support/social-care