

Complaints, Compliments and Comments Policy and Procedure

Introduction

Mind in Brighton and Hove is committed to continuously improving what we do and the services we deliver and as such we welcome all feedback about our organisation, our services and our staff. We aim to ensure that providing feedback to us is straightforward and can be done in a range of ways.

Everyone accessing our services will be offered the opportunity to provide feedback about their experience with us, usually via a feedback or evaluation form that can be completed in hard copy or online. Feedback can also be provided by telephone or email.

In addition, if you would like to provide any comments or compliments you can contact us by:

Phone: 01273 66 69 50,

Email: info@mindcharity.co.uk,

Post: Mind in Brighton and Hove, 51 New England Street, Brighton, BN1 4GQ

Or inform a staff member or volunteer.

We really appreciate people taking the time to let us know if there is something you feel we could improve, if we have exceeded your expectations in any way or sharing general comments about your experience with us.

A summary of compliments and comments and a summary of all complaints received, including the outcome of the complaint and any learning points, will be anonymised and shared with the Management Team and reported annually to the Board of Trustees.

Date approved by Board of Trustees

The Board of Trustees approved this revised Policy and Procedure in August 2021.

Complaints Procedure

The emphasis in our procedure is on resolving issues quickly, simply and fairly. It is anticipated that the majority of issues can be resolved at the first stage and that very few issues will reach the third stage.

We take all complaints seriously and all complaints and comments will be considered in the annual strategic planning and improvement of the organisation and its services. There will be no adverse implications for anyone who makes a complaint or allegation through this procedure.

How to Make a Complaint

Complaints can be made verbally or in writing and if you need support to make a complaint, please let us know and where requested we will endeavour to provide contact details of an appropriate independent person or support service.

There are 3 possible stages to the Mind in Brighton and Hove's complaints procedure.

Stage 1 - Local resolution

Report to member of staff

In most cases your complaint may be easily resolved at the time by the member of staff receiving the complaint. If you feel able to raise an issue directly with the member of staff then they may be able to resolve the issue there and then.

As outlined above, your complaint will be dealt with by the member of staff to whom the issue has been reported. You can also ask the member of staff to put the outcome of your complaint in writing so that you have a record of what was discussed and agreed. The member of staff will record the details of the complaint and send to their line manager.

Report to Service Manager

If you wish to complain about an individual staff member but don't want to raise the issue with them, or have a complaint about the service and wish to raise it with a manager, then you can contact our reception on 01273 66 69 50 or email info@mindcharity.co.uk and your complaint will be dealt with by the appropriate manager.

Your complaint will be dealt with by a manager when:

- the complaint cannot be resolved at the time by the member of staff
- the complaint relates to poor practice or professional misconduct by a member of staff or volunteer
- the complaint relates to shortcomings in the service provided

The complaint will be investigated by a manager and where possible, resolved. You will also be offered the option of receiving a response in writing from the manager within 28 days of the complaint being brought to their attention.

If you feel your complaint has not been satisfactorily resolved then you are entitled to appeal by responding in writing within 14 days. Upon receipt of your appeal, the complaint will be referred to Stage 2.

Stage 2 – Management review

At Stage 2 your complaint will be passed to an appropriate manager, who has not been involved in the original investigation, for review and further investigation.

A written acknowledgement will be sent to you within 14 days with an outline of the process that will be undertaken and who will be involved.

Your complaint will be investigated and where possible, resolved. You will receive a response in writing from the manager within 28 days.

If you feel your complaint has not been satisfactorily resolved then you are entitled to appeal by responding in writing within 14 days. Upon receipt of your appeal, the complaint will be referred to Stage 3.

Stage 3 – Senior Management review

At Stage 3 your complaint will be passed to senior member of the Management Team for review and further investigation.

A written acknowledgement will be sent to you within 14 days with an outline of the process that will be undertaken and who will be involved.

Your complaint will be investigated and where possible, resolved. You will receive a response in writing from the manager within 28 days.

This is the final stage in our complaints process.

The role of the Board of Trustees

If your complaint concerns the CEO, the complaint will be passed directly to a member of the Board of Trustees. Investigation by a Trustee will follow the same procedures as outlined for Stage 3 above and the outcome reported to the Board of Trustees.

Records of Complaints

Please be aware that as part of our commitment to quality standards and in line with General Data Protection Regulations (GDPR), written records of all complaints are kept and stored confidentially for a minimum of 7 years. They will then be disposed of confidentially. There may be exceptions to this where there are specific contractual or legal requirements for keeping records.

Please ask us about this if you have any concerns.

Management Team Contact Details

If you are unsure about who you need to contact, please call us on 01273 66 69 50 and we will be able to advise you or you can write to us if you prefer at the postal or email address below:

<p><u>Service Managers</u></p> <p>Shirley Gray</p> <p>Juliet Oxbury</p> <p>Siobhan O'Driscoll</p>	<p>51 New England Street Brighton East Sussex BN1 4GQ</p> <p>Tel: 01273 66 69 50</p> <p>info@mindcharity.co.uk</p>
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