

## Feedback, compliments and complaints policy

Mind is committed to ensuring that its work is of the highest quality. We believe that views and learning from those views, is an important part of achieving high quality work.

Mind recognises that it may sometimes be difficult to distinguish between Mind and local Minds. Local Minds are each independent registered charities, so if your complaint is regarding your local Mind, you should contact the local Mind directly to explain that you wish to make a complaint and therefore would like to receive a copy of their complaints procedure. You can find their details at <http://www.mind.org.uk/information-support/local-minds/>.

The following principles are used in Mind's Feedback, compliments and complaints policy:

- Mind recognises that compliments and complaints are an important part of customer feedback.
- The procedure is **fair** to people using services or experiencing Mind's work, complainants and to staff
- The procedure is **accessible** to all regardless of age, disability, gender, ethnicity, belief or sexual orientation
- Making a complaint will not harm or prejudice the service that is given to the complainant
- Concerns and complaints are dealt with efficiently and are properly investigated
- Complainants are treated with respect and courtesy and receive appropriate support throughout the handling of the complaint
- Complainants receive a timely and appropriate response, identifying the outcome of any investigation, wherever possible
- Action is taken where necessary in the light of the outcome of the complaint
- Learning from complaints will be used to improve Mind's work.
- If the complainant is not happy with the result of the response to the complaint, she or he will have the right to appeal.

If you have positive comments about our work or how we have helped you, please email [compliments@mind.org.uk](mailto:compliments@mind.org.uk) so we can track that feedback and act on it where necessary.

### Making a complaint about Mind or Mind shops

#### Stage 1

- To make an initial complaint (Stage 1), please speak to or email the individual(s) concerned or their line manager and we will endeavor to satisfy your complaint and let you know of any remedial action that is to be taken.
- If you don't know who to contact or do not wish to contact the individual involved, please email [complainhelpdesk@mind.org.uk](mailto:complainhelpdesk@mind.org.uk)

- All complaints will be acknowledged by the member of staff to whom you communicated your complaint or by the Complaint Helpdesk (by post or email) within three working days from the date it is received.
- In order for us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.
- We will respond to Stage 1 complaints within 7 working days

## **Stage 2**

- If you are not satisfied with the response you receive at Stage 1, or you would prefer your complaint to be formally investigated, you can request your complaint to be escalated to Stage 2, either through your contact at Stage 1, or directly to the Complaint Helpdesk in writing or electronically (Complaint Helpdesk, COO Office, Mind (NAMH), 15-19 Broadway, Stratford, London, E15 4BQ or [complainthelpdesk@mind.org.uk](mailto:complainthelpdesk@mind.org.uk) ). Your complaint will be acknowledged with 3 working days.
- A Manager will be assigned to investigate your complaint and you will receive a full written response within 20 working days from the date of the acknowledgement.
- If you are not satisfied with the response to your complaint, you will be given the opportunity to speak to a Director at Mind and given the option to appeal (Stage 3).

## **Stage 3 (Appeal)**

- To appeal, please outline the reasons for your dissatisfaction in writing or electronically to the CEO (or the Chair of the Council of Management if it is about the CEO).
- An Appeals Panel, normally made up of three members, with no previous involvement in the complaint, including a trustee, will be convened to consider your appeal.
- The chair of the Appeals Panel will write within 30 working days of receiving the appeal, to confirm the final decision about the complaint and any action that may be taken in light of the complaint.

## **Fundraising Standard Board (FRSB)**

Mind has committed to following the highest fundraising standards and to being regulated by the FRSB. If you are dissatisfied with Mind's response to your fundraising complaint you can contact the FRSB (<http://www.frsb.org.uk/>) to access their independent complaints procedure.

## **Charity Commission**

If you are dissatisfied with Mind's complaints process, you can contact the Charity Commission, who will be able to advise on whether they may be able to assist ([http://www.charitycommission.gov.uk/About\\_us/Contacting\\_us/default.aspx](http://www.charitycommission.gov.uk/About_us/Contacting_us/default.aspx))