

Complaints, Compliments and Feedback Policy

Introduction

Mind in the City Hackney and Waltham Forest is committed to ensuring that its work is of the highest quality. We believe that through effective management and investigation of comments, compliments, and complaints we can identify learning to achieve high quality work and continuous improvement as an organisation.

The following principles underpin Mind in the City Hackney and Waltham Forest in the City Hackney and Waltham Forest's approach to handling comments, compliments and complaints.

- Mind in the City Hackney and Waltham Forest recognises that comments compliments and complaints are an important part of customer feedback.
- The procedure is fair, easy, and as transparent as possible.
- 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, appropriately and are investigated within the agreed time frame.
- 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.
- Action is taken where necessary in the light of the outcome of the complaint. This might include an explanation or an apology and if relevant and appropriate, information on any action taken.
- Learning from complaints will be used to improve Mind in the City Hackney and Waltham Forest's work and drive forward a culture of continuous improvement.
- It is very important that every effort is made to ensure anyone making a complaint understands the outcome of their complaint.

- Mind in the City Hackney and Waltham Forest will recognise peoples reasoning for making a complaint.

If you have positive comments about our work or how we have helped you, please contact us via <https://www.mindchwf.org.uk/about/contact-us/> so we can track that feedback and act on it where necessary.

Making a complaint about Mind in the City Hackney and Waltham Forest

If a complaint is about the CEO, then it should be addressed to the Chair of the Board of Trustees (marked private and confidential), which is ultimately responsible as trustees of the organisation.

Stage One (Informal)

- To make an initial complaint (Stage 1), please speak to or email the individual(s) concerned or their line manager and we will endeavour 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 contact us via: <https://www.mindchwf.org.uk/about/contact-us/> or telephone 020 8985 4239 or write to: The Complaints Officer, Mind in the City Hackney and Waltham Forest, 8-10 Tudor Rd, London E9 7SN.
- All complaints will be acknowledged by the member of staff to whom you communicated your complaint or by the Complaint Helpdesk 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 Two (Formally registering a complaint)

- 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 by telephoning 020 8985 4239
- Please submit the details of your complaint verbally by telephone or in person, or by contacting us via: <https://www.mindchwf.org.uk/about/contact-us/> or by writing to: The Complaints Officer, Mind in the City Hackney and Waltham Forest in the City Hackney and Waltham Forest, 8-10 Tudor Road, London E9 7SN. To make a complaint by telephone, the number is 020 8985 4239

- Your complaint will be acknowledged with 7 working days.
- A Head of Department 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 in the City Hackney and Waltham Forest and given the option to appeal (Stage 3).

Stage Three (Appeal)

- To appeal, please outline the reasons for your dissatisfaction in writing or electronically to the CEO
- This will be the final decision of the complaints process and will ensure the CEO has reviewed the investigation, made any further enquiries and it is they who delivers the reason for the final decision.
- The CEO will write within 30 working days of receiving the appeal

Fundraising Regulator

If you are dissatisfied with Mind in the City Hackney and Waltham Forest's response to your fundraising complaint you can contact the Fundraising Regulator (FR) (<https://www.fundraisingregulator.org.uk/>) to access their independent complaints procedure.

Charity Commission

If you are dissatisfied with Mind in the City Hackney and Waltham Forest's complaints process, you can contact the Charity Commission here: <https://www.gov.uk/government/organisations/charity-commission>

Get In touch: Feedback, Compliments and Complaints

Mind in the City Hackney and Waltham Forest is committed to make sure 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.

If you would like any information about our Complaints, Compliments and Feedback policy, please visit our contact page: <https://www.mindchwf.org.uk/about/contact-us/>

Feedback and Compliments

If you would like to send us feedback (good or constructive), please complete <https://www.mindchwf.org.uk/about/contact-us/> or email services@mindchwf.org.uk

If you happy for us to use your feedback in promotional or other materials on an anonymous basis, please let us know on the contact form.

Your information will be treated as confidential and only used for dealing with your enquiry. You can find out about how we look after your data by reading our Privacy Policy <https://www.mindchwf.org.uk/privacy-notice-policy/>

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 mind in the City, Hackney and Waltham Forest