



*A complaint is regarded as a statement that something is unsatisfactory or unacceptable.*

## **Complaints Policy**

The complaints policy will be used if-

- a) A service user has concerns over the service they have received
- b) A staff member has a concern to raise
- c) A volunteer has a concern to raise
- d) An individual or organisation working with Nottinghamshire Mind has a concern to raise

Nottinghamshire Mind will provide the best services possible within our given resources. However, there may be times when it is felt that this has not happened. This procedure explains what to do if a person wishes to complain about the services that we provide.

Nottinghamshire Mind recognises that complaints enable our organisation to become more responsive to the needs and expectations of our service users, Volunteers, Staff and partners. We positively welcome suggestions, comments and complaints as a means by which stake holders can say what they think of the organisation and services.

Nottinghamshire Mind will ensure that the complaints procedures are easy to use, are not intimidating and produce both an effective and efficient response. If something has gone wrong it should be dealt with as quickly as possible without breaching confidentiality.

### **Procedure**

Complaints should be made and dealt with as quickly as possible. However, complaints should normally be made within three months of the time that the complainant first became aware of the problem. The Trustee Board has the right to extend this period if it is considered that the complainant has good cause for not having made the complaint earlier.

Nottinghamshire Mind has a duty to ensure that those who have dealings with the organisation are informed of the complaint's procedure. The Policy will be displayed openly and provided freely to the relevant individuals and agencies. The CEO and appropriate staff when interviewing/supporting persons will take time to explain the complaints procedure fully.

## **steps to take**

1) a discussion should take place, on an informal basis between the Staff member responsible for the service and the complainant.

2) if dissatisfaction remains or the complainant does not wish to have a formal meeting with the above a written complaint can be submitted to the CEO and will be acknowledged within 3 working days

3) following investigation a reply should be made within 4 weeks (in less investigations take longer, in which case the complainant should be kept updated)

Outcomes may be-

Service user complaint –

- Changes to support offered
- Changes to personnel involved

Staff member complaint-

- Mediation

Volunteer complaint-

- Changes to role
- Change of supervisor

Individual or organisation complaint –

- Further investigation
- Policy review

If, at any time, a complaint is received of a more serious nature, which causes issues of concern, risk/harm or is damaging to the relationship between service provider and service user, carers or others then the organisation has a duty to act immediately. Nottinghamshire Mind will then refer to its grievance procedure/whistleblowing/safeguarding/disciplinary policies.

Head office  
6 Hardy Street  
Worksop  
Notts  
S80 1EH

0800 470 0203  
ceo@nottinghamshiremind.org.uk