

Telford Mind Complaints Policy

In order to provide high quality services Telford mind invites and uses feedback. It is important that we are aware and informed about the quality of what we do. This gives us the chance to put things right where action is needed and the means to continue to improve. It also helps us to protect the most vulnerable amongst us. Anybody making a complaint can feel secure that they will not be victimised for doing so. Issues raised will be investigated and responded to fairly.

Each coordinator must ensure that anyone who has dealings with their area of service knows how to complain. It is particularly important to check that service users understand their rights in this area. The 'How to Complain' notice should be on display and similar information will be found in welcome packs and other literature as appropriate. There may be occasions where information needs to be adapted or presented in a format that service users with particular needs can access and understand - for example on tape if someone is partially sighted, or in a different language if required. Staff should be sensitive to such needs and should be pro-active about addressing matters when necessary.

Telford Mind aims to investigate and resolve all complaints within a 28 day period. The service keeps a written record of how the complaint has been dealt with on a complaints monitoring form (see attached). The monitoring form represents a chronological summary of all communication that is relevant to the complaint investigation.

When the complaint investigation is finalised there will be one of three outcomes: upheld, not upheld, or part upheld.

The complainant is informed of the outcome by letter. This clearly states what the complaint was, how it was investigated, the outcome and any subsequent actions. The complainant is informed of his / her right to take the process a step further if they are unhappy with the outcome.

The number of compliments and complaints is fed through to the quality team by service coordinators on a monthly basis. All complaints are fed through to the Quality team.

The Quality Team reflects on the nature of complaints and assists the executive teams and service coordinators in improving practice.

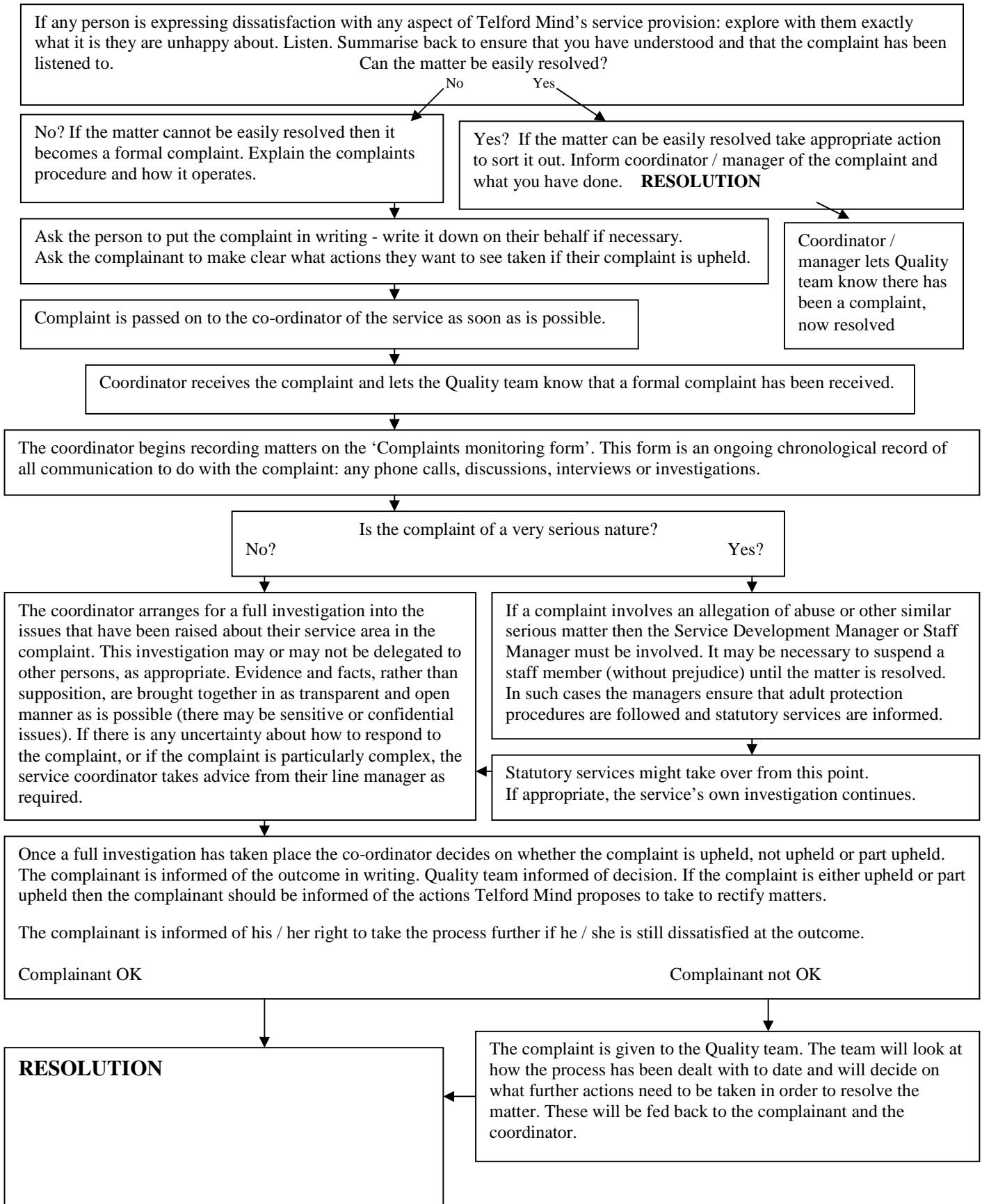
It is important from the outset that the complainant knows their complaint has been received and is being looked into and that it will be responded to within 28 days. The service coordinator must take appropriate steps to ensure that this is the case.

Please note: there are policies on Challenging behaviour and Personal Safety

Signed:

Date: / /08

Telford Mind Complaints Procedure





For better
mental health

Telford Mind Complaints Monitoring Form

Name of complainant:

Complaint relates to which service(s):

Complaint taken by:

Date:

Details of complaint:

Actions taken in response to complaint. (In chronological order; add all communications until resolution):
(Phone calls, discussions, interviews, investigations, letters)

Final resolution (State whether Upheld/Part Upheld/Not Upheld.)

Note any remedial actions taken:

Coordinator to sign and date when final summary letter has been sent:

HOW TO COMPLAIN about our services



For better
mental health

Telford Mind wants to provide good quality care and support to people experiencing or who have experienced mental health problems.

We encourage you to let us know if you are not happy about any aspect of any of the services that we offer.

1 If you have a concern about something

- Let a member of staff know and see if they can sort the problem out.
- The member of staff will let his / her manager know that you have complained and what he / she has done to put things right.
- Your complaint will have helped us to improve our services.

2 What if you don't think the problem has been dealt with?

- Write to us about the complaint. Let us know what you are upset about and what you would like to see done differently. This means that you've made a 'Formal complaint'.

Do you need help to do this? Telford Mind staff will help or you might like to ask SIAS (Shropshire Independent Advocacy Service). Their number is 01743 492275.
- Give your complaint to any staff member, or post it to Telford Mind (address below).
- The complaint will be given to the coordinator of the service that you are complaining about.
- He / she will begin immediately to investigate the complaint.
We may need to talk to various people to get a picture of what has been going on, but we will try to finish this process within 28 days at the most.
- We will write to you to tell you the outcome. If we decide that your complaint is upheld or partly upheld then we will tell you what we plan to do to put things right.

3 If you are unhappy with the outcome of the complaint

Please talk to Telford Mind's Service Development Manager. She will meet with other members of the Quality Team to look at how the process has been dealt with to date and will decide on what further actions need to be taken in order to resolve the matter. These will be fed back to you and to the service coordinator so that the matter can be resolved.

Telford Mind address: Telford Mind
 Alan Goodall Centre
 76 – 83 Severn Walk
 Sutton Hill
 Telford
 TF7 4AS