

For further information or to contact us:

Service Leads

Community Advocacy Service

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Derbyshire Mind

Company Limited by Guarantee

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www.derbyshiremind.org.uk

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Making a comment
or complaint about
our services



Derbyshire Mind
April 2016 – March
2019

Can I make a comment or complaint?

Yes, we are happy to receive suggestions, complaints and to receive compliments when we have done well. Comments and complaints are a valuable way of evaluating and improving our services and ensuring that they are responsive to people's needs.

We will work to ensure that people have a range of ways in which they can comment about our services and be supported in raising concerns informally. However, we acknowledge that people have a right to make a formal complaint and every effort will be made to try and resolve any problem as soon as possible.

Will it make a difference if I make a comment or a complain?

Yes we review all the comments and complaints we receive and look for ways in which we can improve our services.

Who can make a comment or complaint?

Someone who has used the services provided or managed by Derbyshire Mind. Someone from another organisation or member of the public who has come into contact with Derbyshire Mind

Who do I make the comment or complaint to?

You can pass your general comments on to any member of staff you are in contact with. If your comment or complaint is about a member of staff please contact the lead for that service.

If your comment or complaint is about the service lead please contact the Chief Executive or Chair of Derbyshire Mind.

How do I make a comment or a complaint?

Contact the relevant person in person, on the telephone or in writing if you wish.

What will happen if I make a complaint?

We will make a note of the complaint and tell you how we can help. We may be able to sort out the complaint straight away but we may need to talk to other people fully to investigate your complaint. We will tell you what we have done and what we are going to do.

How long will it take?

You should receive an acknowledgment of receipt of your complaint within 5 working days. We will aim to respond to your complaint within 4 weeks but sometimes it may take longer to investigate matters fully.

Is there a time limit for making a complaint?

Ideally any complaint should be made within 3 months of the incident/ situation you are unhappy about.

Will it be held against me if I complain?

No, definitely not. If you feel this has happened you must let us know.

What happens if I am not satisfied with the response I receive?

You can request that you complaint is passed to the Board of Trustees of Derbyshire Mind or you may write to them directly.

What if I am still not satisfied?

If you are not satisfied with the final response from the Board you should seek legal advice or direct your complaint to the appropriate ombudsman. If possible we will try to suggest someone who may be able to support and help you with this.

Privacy

Records of complaints and investigations will be kept securely for one year from the date they have been concluded, unless advised otherwise by our legal advisors. If you want a copy of our full Complaints Policy please ask and we will provide you with one.