

 **Mind**
Tower Hamlets,
Newham and
Redbridge



**Help us to
improve our
services**

We welcome your
comments, suggestions
and complaints



Our commitment to you

We want you to receive services you need. We try to ensure that we deliver a high quality service, but sometimes things do go wrong.

If you are unhappy about the service you have received

If you are not happy with a particular aspect of a service you have received, we would like to know about it. At all times, we will try to be open to criticism, quick to admit our mistakes and apologise when we have done something wrong.

Here are some examples of when to make a complaint:

- If you are not satisfied with a service we provide
- If we do not follow our policies and procedures
- If you have are unhappy with the service provided by a member of staff or volunteer.

We take every complaint as useful feedback that we can use to improve our services. This means that we really want to know about your complaint so please don't be afraid to let us know when you are unhappy with the services you receive.

Complaint procedure

Stage 1: Raising your Complaint

Raise your issue or concern with a worker as soon as possible. If not resolved to your satisfaction within 15 working days you can move to Stage 2.



Stage 2: Formal Stage

A Complaint form is available from reception, our website or via email. Please complete and send to info@mindthnr.org.uk or hand to the Service Manager. The Manager will aim to send you a full response within 30 working days. If not resolved carry on to Stage 3.



Stage 3: Formal Stage – Review

Your complaint and the findings will be further investigated and reviewed by the CEO. We will aim to send you a written response with 30 working days with the outcome of their findings.



Stage 4: Appeals Procedure to the Board of Trustees

To progress your complaint to Stage 4, you will need to inform the CEO in writing who will ensure that the Chair of the Board is informed of the complaint. The Chair of the Board of Trustees will aim to send you a written response within 30 working days with the outcome of their findings.



If you are still unhappy with the outcome

If you have completed the final stage of our complaints procedure and you remain unhappy with the outcome, you have the right to take your complaint to your Local Authority Complaints Department. You will need to contact them directly if you wish to pursue this option.

For further information please contact:

Mind in Tower Hamlets, Newham,
and Redbridge
13 Whitethorn Street, London,
E3 4DA

☎ Tel: 0207 510 1081

✉ Email: info@mindthnr.org.uk



www.mindthnr.org.uk

Complaint form

We recognise that making a complaint can be difficult, should you need some help to complete this form please do ask a member of the team.

Name

Address

Postcode

Telephone

Have you spoken to anyone at Mind in Tower Hamlets, Newham and Redbridge to try and resolve your complaint?

Please tick

Yes

No

If you answered 'Yes' to the above question, please give the name of the person you spoke to

Please give all the details of your complaint below

What would you like us to do to put the matter right?

Signed

Date