

COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

Introduction

Brent Wandsworth and Westminster Mind (BWW Mind) aims to provide a high-quality, responsive, carer-led service. In order to ensure this we need to take account of the views and wishes of those we are here to support. We welcome every opportunity to monitor and improve our service and having a “complaints and compliments” policy and a clear procedure for resolving complaints is one way of doing this.

We recognise however, that there may be times when people have cause to complain about the level or nature of a particular service we provide; have a concern that they want to raise or wish to give feedback about the quality of the service that they receive.

Compliments

Compliments are valuable, welcomed and important. When they are received, either verbally or in writing, they will be recorded on a central log sheet.

Compliments enable us to:

- Know that our service is being provided to the users’ satisfaction
- Provide positive feedback to our staff
- Influence our organisational and service development
- Inform our quality assurance programme

Comments

Customers will not usually receive a response when they make a comment.

Comments are reviewed regularly to identify issues and trends and where appropriate, action is taken to improve policies, processes or services.

Comments are logged centrally and then passed to the Service Manager of the team or service area concerned.

Complaints to our Services

BWW Mind recognises that there will be times when our trustees, staff and volunteers make mistakes, or get things wrong. In order to learn from such mistakes we need to know about them and encourage people to comment or complain. Such comments or complaints will always be taken seriously, recorded and responded to as detailed in the procedure for resolving complaints which accompanies this policy statement.

While complaints are encouraged it is important not to see them as being about blame or punishment; they are about listening to each other and implementing any learning that might be necessary.

What is a complaint?

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or group. You may wish to complain if you are not satisfied with the way you have been treated or the service you have received from BWW Mind's services.

Informal Complaints

The formal complaints procedure is set out below. However, if you have a complaint to make about any aspect of the service that we provide we ask that you first try to resolve the problem informally with those directly involved. (E.g. BWW Mind staff member who works directly with you or their colleagues or supervisor).

Who can make a complaint?

This procedure is for service users and members of the public who have received a service or have expected to receive a service from BWW Mind.

What can you complain about?

You can complain about any specific action (or lack of action) taken by BWW Mind over which it has control. The procedure cannot be used for matters not related to BWW Mind's work or over which the Charity has no control or responsibility. You can raise a concern, make a complaint or give feedback in whichever way you feel most comfortable with; for example you could do it by talking to the manager directly or by telephone or you can put what you want to say in writing. If you would like support in raising your concern, making a complaint or in giving feedback you can ask a friend or another professional to do this for you.

Help us to help you

BWW Mind reserves the right to refuse to investigate a complaint in cases where the person making the complaint persistently refuses to follow the complaints procedure, or refuses to co-operate with any investigation into the complaint or is threatening, abusive or violent towards staff investigating the complaint. Once the complaint procedure is completed the matter will be considered closed and not re-investigated unless new significant information comes to light.

Confidentiality

Any complaints will be treated in strict confidence and in line with GDPR and our privacy policy. It may well be necessary for the person investigating the complaint to speak with staff working in Mind services or with other service users. Any concerns about this should be raised at the meeting with the person conducting the investigation.

THE COMPLAINTS PROCESS STAGES

STEP 1: (Informal) you should discuss the problem with the member of staff/volunteer in the first instance. If the complaint is about a member of staff or volunteer you should address the complaint to the Service Manager or Team Leader. If the complaint is about the Service Manager, you should discuss the matter with the CEO. BWW Mind service users may wish to involve another service user, friend or professional such as an advocate. Once you have made a request to discuss a complaint with a member of staff/volunteer, this discussion should take place within 5 working days. The aim of the discussion will be to try to resolve the complaint.

STEP 2 (Formal) If after the discussion the matter is still unresolved; you should contact the Departmental Manager responsible at BWW Mind outlining the details of your complaint (you can use the complaints form to do this). You can contact them by letter at:

Service Manager of (either Housing, Talking Therapies, Community Programmes or Central Services)

Brent, Brent, Wandsworth and Westminster Mind,

Hopkinson House,

6 Osbert Street,

London, SW1P 2QU

Telephone: 020 7259 8100

Email: enquiries@bwwmind.org.uk

The Departmental Manager or Service Manager will arrange for another Manager to investigate and respond to your complaint within 28 days of receipt of your complaint.

If your complaint is about the Service Manager, then you need to address your complaint to the CEO (marked private and confidential to be opened by addressee only)

Any complaint about the CEO should be addressed to The Chair of the Trustees (marked private and confidential to be opened by addressee only).

A letter of acknowledgement of receipt of your complaint will be sent
This letter will include a statement summarising the complaint and the date you can dispute the content of the statement by. It is important to make sure that we have a clear understanding of the matter to be investigated.

If the statement set out in the letter does not accurately summarise your complaint you should contact the person who sent the letter and advise him/her where you

disagree with the statement of the complaint. It will not be possible to make any further changes to the statement once it has been agreed.

After the statement has been agreed a meeting will be arranged with the manager appointed to investigate the complaint. You are welcome to be accompanied to the meeting (or any subsequent meetings) by a supporter such as a family member, friend or advocate but not anyone directly involved in the matter being investigated.

The person carrying out the investigation may also need to speak to other staff or service users before making a response to your complaint.

We aim to write to you with our response within 28 days of the meeting.

STEP 3 (Formal) If you are still unhappy with the outcome of the investigation, you should then write to the Chair of the Board of Trustees at the Hopkinson House address listed above. You will then be invited to attend a meeting with senior manager(s) to discuss your concerns. They will ensure that this meeting happens within 15 working days of receipt of your contact with the Chair of the Board of Trustees.

Service users would be able to bring along a supporter such as a family member, friend or advocate to this meeting. The Chair of the Board of Trustees or the Vice Chair if the Chair is not available will then review how your complaint was dealt with and will respond in writing within 15 working days of the meeting with senior managers. A report will also be submitted to the Board of Trustees. This would be the final internal decision about the complaint.

If you are still dissatisfied with the outcome of these investigations, you can approach the following:

- The relevant housing Association
- Westminster City Council Contract and Procurement Manager
- Wandsworth Council Contract and Procurement Manager
- Brent Council Contract and Procurement manager
- National Mind,
- Charity Commission or other such bodies.

RECORDING AND MONITORING

All complaints will be recorded in our complaints log and comments and compliments on a separate log.

Details will be reported to funders and to Trustees. Details will be anonymised and no identifiable details will normally be included.

INDEPENDENT ADVOCACY SERVICE

Advocacy Project
73 Saint Charles Square
London W10 6EJ
Tel 0208 969 3000

Appendices

- Complaints form
- Complaints acknowledgment letter
- Complaints log
- Comments and Compliment log