



Complaint Policy for Clients

If you have a complaint about the service provided by Mind in Bradford, this document will assist you with the steps to take and what to expect.

Informal Complaints

We want to make sure that any issues get resolved quickly and speedily for you so in the first instance you should raise your concern with a member of staff. In most cases they should be able to resolve the issue for you. This is known as an informal complaint.

If, however, you feel that the matter has not been dealt with satisfactorily you may wish to make a formal complaint.

Formal Complaints

How do I make one?

A formal complaint can be made by filling in a complaints form which is available from the Administration Officer via telephone on 01274 730815, from the main office, or by e-mailing admin@mindinbradford.org.uk. You can ask someone to help you complete the form, for example a friend or member of staff.

We'll need your contact details so we can let you know the outcome.

What happens next?

We'll acknowledge receipt of your complaint within 5 working days (which are Monday to Friday) in writing. We'll try to deal with it immediately but sometimes the investigation may take a bit longer and we may need to take up to 20 working days. In exceptional cases it may be up to 40 working days. We'll let you know approximate timescales in our letter.

The staff member dealing with the complaint will take appropriate action and investigation.

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Where the suggested approach is to arrange a meeting between you and the person you are complaining about, this will only be done with your consent and you can bring another person with you for support. This could be a friend, relative or advocate, but not a member of staff.

You will be contacted in writing with the outcome of our investigation, whether or not we have agreed with your complaint and letting you know any action we intend to take.

Appeals Process

You can make a final appeal about all or part of a decision. This should be made in writing. The complaint and the original response will be reviewed by the Chief Executive Officer or a Trustee. If the outcome was deemed to be correct the complainant will be notified in writing confirming why within 5 working days.

If the complaint requires further investigation, this will be confirmed within 5 working days in writing. It should explain that further enquiries are being made and give an approximate timescale.

June 2019