



Complaint Policy for Clients

Mind in Bradford aims to provide excellent, caring support services that meet the needs of our clients. We are committed to reaching the highest standards of customer care. We welcome feedback and suggestions to help us improve our services and recognise that sometimes we get things wrong or make mistakes. We do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. To this end we welcome information from people using our services, especially if they feel we have made a mistake or done something which they found unsatisfactory or unacceptable, whether this amounts to feedback or a formal complaint.

A complaint should be made as soon as possible but in any event within 12 months after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

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. 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. You will need to let us know in writing within 28 days of the date we responded to you with the outcome of our investigation. You will need to provide details to support your appeal if the process of the initial investigation was not followed or there is additional evidence. 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 10 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.

Persistent or Vexatious Complainants

There are a small number of clients who may be deemed by us to be a 'persistent or vexatious complainant' due to the behaviours they demonstrate in pursuing the resolution of their complaint. For example:

- A 'persistent or vexatious complainant' displays behaviours/actions which are disproportionate, are harassing and repetitious.
- They seek unrealistic outcomes relative to the issue being raised and state that their intention is to persist until that outcome is achieved.
- They repeatedly make the same complaint with minor differences, but do not accept the outcome of any investigation into their complaints.

In these situations we will refer to our Habitual or Vexatious Complaints policy.