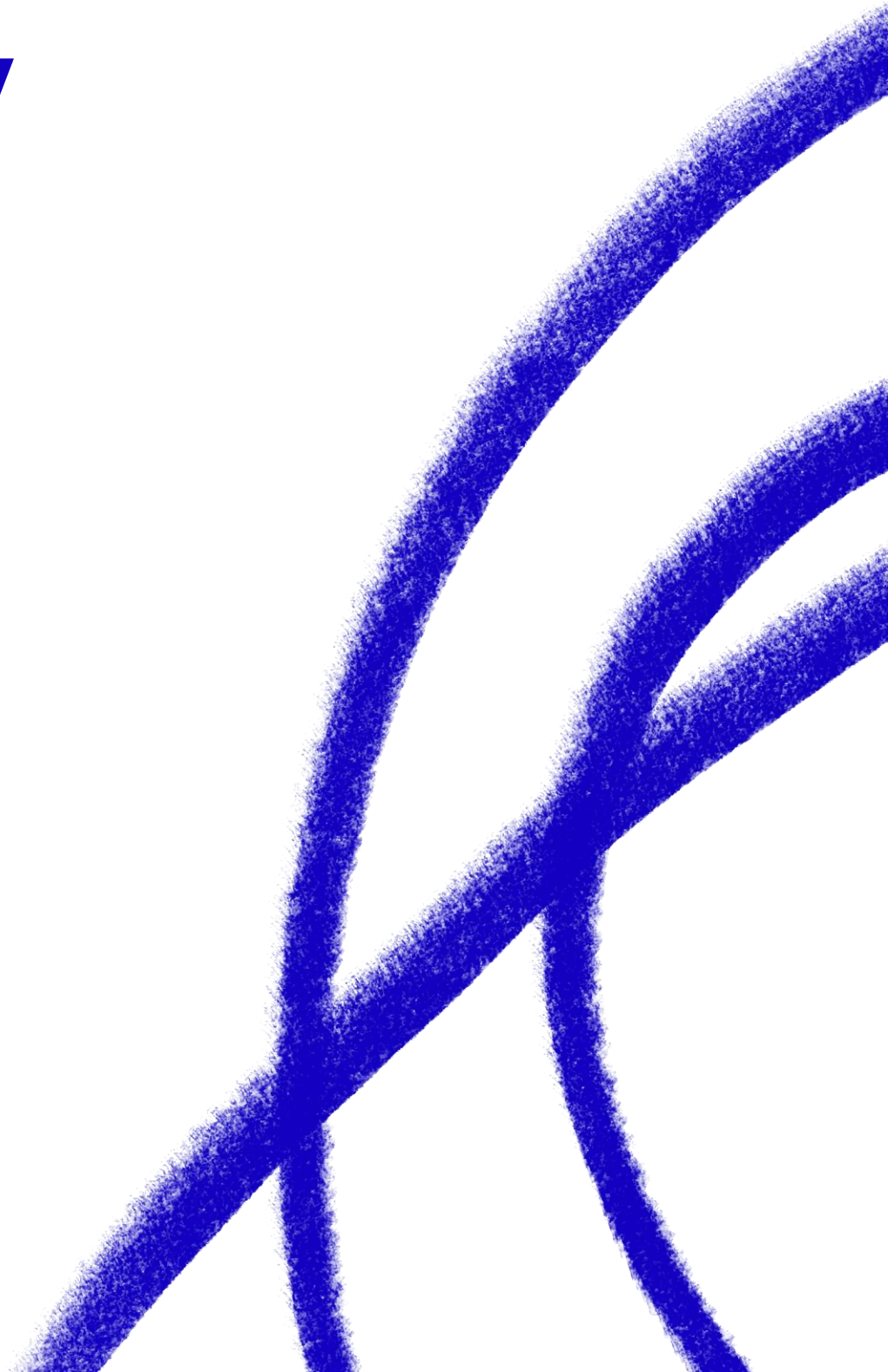


Complaint Policy

Version 2
July 2023



Name of the Policy

Title	Complaint Policy
Version	2
Date first published	July 2020
Previous review dates	July 2023
Next review date	July 2026
Review schedule	This policy will be reviewed every 3 years, or in line with organisational or legislative changes
Responsibility	Executive Leadership Team
Responsibility for development, review and implementation	Senior Leadership Team and Operational Service Team
Target audience	All staff, volunteers, clients, students on placement with Mind in Bradford, visitors to Mind in Bradford, our funding bodies, job and volunteer applicants and the Board of Trustees.
Accessibility	Staff: People HR Volunteers: People HR Clients and others: Mind in Bradford website If you would like this policy in another format, such as large print or audio, please contact us on 01274 730815 or at email admin@mindinbradford.org.uk or speak to a member of staff
Associated policies	Habitual or Vexatious Complaints Policy Staff Disciplinary and Grievance Policies.

1. Overview

Mind in Bradford aims to provide excellent support services that meet the needs of our clients. We are committed to reaching the highest standards of care; whether supporting people through our services or towards individuals and organisations who support the advancement of our charitable goals through donations or purchases.

We welcome feedback and suggestions to help us improve our services and interactions and recognise that sometimes we get things wrong or we make mistakes. We do not look on complaints as unwanted. They may help us to see where our services or procedures might be improved.

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.

We also welcome feedback from donors, customers, suppliers and others who we interact with in our pursuit of better mental health for all.

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 12 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 or an experience you have had from us, this policy will assist you with the steps to take and what to expect.

2. Informal Complaint

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.

3. Formal Complaint

How do I make one?

A formal complaint can be made by filling in a Complaint Form which is available from the Administration Officer via telephone on 01274 730815, from the main office or by e-mailing complaints@mindinbradford.org.uk. Alternatively, it can be found and submitted online at the Mind in Bradford website. 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.

4. 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 delegated representative) 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.

5. 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



Your local mental health charity in Bradford, Airedale, Wharfedale and Craven