



For better  
mental health

# TOG Mind

## Compliments and Complaints Policy

### Revision History

Date of this revision: 01/08//2020

To be reviewed by: 01/04/2023

Version number	Revised by	Summary of Changes	Changes marked
1.0	Claire Shuttleworth	Fully revised	No
2.0	Nicola Harrison	Update to complaints recording on page 4	No

### Approvals

This document requires the following approvals.

Name	Signature	Title	Date of Issue	Version
Cheryl Eastwood		Chair – Board of trustees	9/7/18	1.0

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## Introduction

Tameside Oldham and Glossop Mind are committed to providing a comprehensive and high quality range of services to the public. We aim to ensure that these services are delivered in line with our mission statement and meet the needs of the public. All types of feedback are welcomed as it gives us the opportunity to listen to people and improve what we do and the way we do it.

We hope that in the majority of cases, any concerns can be resolved informally at the time. If this is not the case then formal steps within the policy should be followed.

We welcome compliments or complaints of any nature as this allows us to make improvements or rectify a mistake especially from people who use our services as well as our partners, other professionals and the general public.

## Compliments

We value compliments towards our staff, services or organisation as a whole. They are welcomed and important to us as they allow us to:

- Understand that our services is meeting the satisfaction and standard of our clients, partners or public
- Provide positive feedback to our staff and volunteers
- Influence our organisational and service development

## Complaints

For the purposes of this document, the following definition is used:

*“An expression of dissatisfaction, either written or spoken. A complaint may be made by an individual or a group. You may wish to complain if you are not satisfied with the way you have been treated or the service you have received...”*

(National Mind 2009)

## The Procedure

In some cases a person may wish to complain on behalf of someone else. This is known as ‘by a third party’. Careful consideration will be given in these cases to ascertain that the person does wish to complain or that there is a level of cognitive deficiency that makes the person unable to make this judgement. Consideration will also be given to issues of confidentiality. In some cases Tameside Oldham and Glossop Mind may wish to invite the opinion of an independent specialist to advice on this matter. In all cases of third party complaints, Tameside Oldham and Glossop Mind may choose not to accept them as valid.

The procedure has 4 options which may or may not result in the complaint being escalated:

<b>Stage</b>	<b>1</b>	Informal Complaints
<b>Stage</b>	<b>2</b>	Formal Complaints in writing
<b>Stage</b>	<b>3</b>	Formal Complaints not resolved at stage 2
<b>Stage</b>	<b>4</b>	Escalation to the board of trustees

#### **Option 1: Informal Complaints.**

We would hope that the majority of complaints would be addressed at this stage. In the first instance the quickest way to deal with your complaint would be to speak to the appropriate member of staff who should be able to handle your concerns on the spot. If this is not possible or you don't wish to speak to the member of staff this relates too then we would take details of your concern and unless there is good reason, we would respond within 5 working days. In some instances where we receive written communication of dissatisfaction and the person has not requested a response or investigation we may deem it not to be beneficial to engage and a response may not be provided.

#### **Stage 2: Formal Complaint**

This option should be considered if you are unhappy with the response at stage 1. You should complain formally and in writing, however if this is not possible we will provide a member of staff to make notes of your complaint and a copy will be provided to you. We will acknowledge the receipt of your complaint within 5 working days and provide a full response within 15 working days unless there is good reason for a delay.

#### **Stage 3: Formal Complaint not resolved at Stage 2**

If you are dissatisfied with the outcome of how your complaint was handled at stage 2 then you should request for the matter to be investigated by the Chief Executive of the organisation, this would usually be reserved for the most serious of complaints. The CEO will review how your complaint was handled at stage 2 and provide a full response within 15 working days unless there is good reason for the delay.

#### **Stage 4: Escalation to Board of Trustees**

If you are dissatisfied with the decision arrived at stage 3 you have the right for your complaint to be heard by our board of trustees

#### **Referral to Funders Complaints Procedure**

The stages stated above comprises the Tameside Oldham and Glossop Mind complaints policy. After this, no further correspondence or discussion will be entered into. However the public may have the right to access the complaints policy of the organisation that funds a particular service or other regulators as appropriate. In these situations complainants should be informed of how to contact them.

#### **The Role of National Mind**

*"National Mind does not routinely investigate complaints about Local Mind Associations (LMA's). LMAs are independent charities; hence the trustees of the association are responsible for dealing with complaints as they are ultimately accountable for the charity. Mind would only become involved after the association's own complaint procedure had become exhausted. This would be with the consent of all parties involved and involvement would be limited to a review of the complaints handling process, not an investigation of the complaint."* (Handling Complaints, National Mind, July 2003).

**Time Limits**

In circumstances where time limits cannot be met due to unforeseen circumstances, complainants will be notified in writing. The reasons for the delay with adjusted timescales will be supplied by the person responsible for handling the complaint.

**Recording and Monitoring Complaints**

The organisation will ensure that a record of complaints is kept and used to aid quality management. Complaints will also be shared with funders as required. *Complaints will be logged via our incident reporting procedures and stored in a secured electronic folder.*

**How to contact us**

For informal complaints please call us on 01513309223 or speak to the appropriate worker involved as detailed above.

For formal complaints please send in writing to [office@togmind.org](mailto:office@togmind.org) or alternatively 216-218 Katherine Street, Ashton-Under-Lyne, OL67AS.

*NB: The details regarding your complaint will be held securely and protected in line with the Data Protection Act 1988 and General Data Protection Rules, you can read full details including your rights around your personal data in our privacy policy.*