

The Thurrock & Brentwood Mind Comments, Compliments & Complaints Policy & Procedure is available on request.

How we will handle a complaint :

If you wish to complain in person or by telephone, we will aim to deal with your complaint there and then on an informal basis. If this is not possible, or you wish to pursue a formal complaint, please complete this feedback form.

We will acknowledge your complaint, and aim to respond within 10 working days from the date of acknowledgement of your complaint.

If the above time limit cannot be met we will keep you informed and provide the anticipated date of our full written response.

If, after receiving our response you remain dissatisfied, you should write/appeal to the Chief Executive Officer or Deputy CEO.

A full written response will be actioned within 30 working days of receiving your appeal.

If the above time limit cannot be met we will once again keep you informed, providing an anticipated date for our full response.

Should your complaint relate to the CEO, please address this form for the attention of the Chair of the Board of Trustees (making it private and confidential)

Data Protection Act 2018

Please note that the personal details on this form or in any correspondence sent to us, or details recorded by us will be held on a file and/or computerised by Thurrock & Brentwood Mind for the purposes of assessing your compliments, comments and complaints. Your personal details may be shared internally within the organisation for this purpose but will be safeguarded and will not be divulged to any other individuals or organisations for any other purposes.

How to contact us and give your feedback:

- Speak to the staff member concerned/ manager of the service on an informal basis in the first instance.
- Complete this form and email to : feedback@tbmind.org.uk
- Write to us at the address below.
- Verbally by telephone: (01375) 391411.
- Attend a service user forum.

 **Thurrock
and Brentwood**

Phone: (01375) 391411

Email: reception@tbmind.org.uk

**152 Bridge Road
Grays
Essex
RM17 6DB**

Thurrock & Brentwood Mind is an affiliated Local Mind Association and strives to deliver services which meet the Quality Management in Mind Standards.

 **Thurrock
and Brentwood**

Comments Compliments Complaints

We want to provide a high quality service. Your feedback helps us to improve our services.

Thurrock & Brentwood Mind—Company Limited by Guarantee

Registered in England and Wales Registration No: 5256793,
Registered Charity No: 1106452

Registered office: 152 Bridge Road, Grays, Essex, RM17 6DB

You can use this leaflet to inform us of any comments, compliments or complaints you may have.

You may wish to share a suggestion or idea about how we can improve our services.

You may wish to inform us of a service which has been beneficial to you, or a staff member who has been very helpful.

You may want to complain if our level of service or a staff member has not met your expectations.

You may be represented by someone of your choice who will help you. We will ask you to give consent for them to do this. We can provide details of an advocacy service provider.

You have the right to remain anonymous when filing a complaint, however we will unfortunately be unable to provide a response to you.

FEEDBACK FORM—COMMENTS, COMPLIMENT OR COMPLAINT

Date: