

## What happens after I have made a formal complaint?

We will acknowledge receipt of your complaint within 5 working days. Following this an investigation will take place and you will receive a response, detailing findings, sent within 20 working days.

## What if I am not happy with the response?

If you are not satisfied with our response to your complaint you have the right to appeal. Requests to appeal should be sent to the person outlined in your outcome letter.

## What next?

Herefordshire Mind is affiliated to National Mind. We are local and self-governing and regularly involve clients in our work to ensure their experiences inform our practice and direction.

All the feedback we receive is reviewed regularly and used to improve our services.

## For further information, contact:

Herefordshire Mind  
Miller Court  
31A Ledbury Road  
Hereford  
HR1 2SZ

t: 01432 271643

e: [info@herefordshire-mind.org.uk](mailto:info@herefordshire-mind.org.uk)

w: [www.herefordshire-mind.org.uk](http://www.herefordshire-mind.org.uk)



Compliments, Comments,  
Concerns & Complaints

Giving feedback about our services

## Compliments, Comments, Concerns & Complaints

### Giving feedback

Herefordshire Mind works to provide good quality mental health services to the people of Herefordshire. Two of our key values as an organisation are to be **open** - being transparent and accountable in all that we do - and **responsive** - listening to what people tell us and acting on it.

We actively encourage people to make comments and, if appropriate, complain about aspects of the service we provide.

Your views and suggestions are important. We would like you to tell us about your experiences so that we continue to provide quality services for better mental health.

### Compliments

Everyone likes to receive praise and we hope you will tell us when you receive a good service from us.

We will always make sure that these comments are passed on to the members of staff who are praised and to the Board of Trustees.

### Complaints and Concerns

We understand that making a complaint can be difficult, but if you are unhappy about any aspect of our service, please talk to us.

## Compliments, Comments, Concerns & Complaints

### Complaints and Concerns (continued)

You can be confident that the issues you raise will be investigated and responded to fairly, consistently and that your voice will be heard. Please be assured that **we will never take away a service because you have made a complaint**. The quality of the service you receive will not be affected.

### Making a complaint

If you wish to make a complaint, we suggest that you firstly discuss your concerns with a member of staff (this will be recorded as an **informal concern or complaint**).

If the matter cannot be easily resolved, you can request a copy of our **Complaints Policy & Procedure and a Feedback Form**. A member of staff will ensure that you understand how this operates.

Send the form to the relevant Service Manager, or if your feedback is about them, send it to the Director of Operations.

We understand that you will want matters put right quickly and we will try to achieve this for you. However, if your concern is complicated, it may take a little longer for us to resolve.

We will always talk to you about the best way to resolve your complaint and let you know who is acting on your behalf.