

## Comments and Compliments

We want to hear how you feel about our services, and any suggestions that will help us to improve the quality, or even change the service.

We also want to hear the good things about the services we provide, so we know which of these are satisfactory. These can be sent to the manager of the particular service, or to the Chief Executive.

We can help you to access independent support if you need an advocate, and your complaint concerns our advocacy services.

## Complaints— what is a complaint?

A complaint is where:-

- You are unhappy with a service you have received
- You consider we have not done something that we should have
- You are unhappy with the way you have been treated

## How to complain

Speak to a member of staff from the service you have been dealing with, and tell them about your complaint.

Many complaints can be sorted out informally in this way, and more satisfaction gained if the complaint is dealt with as soon as possible, and within the area that the problem has occurred.

If you do not wish to do this, you can put your complaint in writing to Rochdale and District Mind. We will arrange for your complaint to be looked into.

## What happens next?

### Following your complaint

A member of staff will look into your complaint, and may contact you for further information. Once we have looked into your complaint, we will write to you to tell you our response.

### Responding to your complaint

- Where possible, we will provide you with a response within 10 working days.
- If this is not possible, we will write to you within 10 working days to acknowledge your complaint. We will also tell you when you can expect a final response (this should be within 28 days of the date of your complaint).

### Not happy with our response

If you are not satisfied with the response you have been given, you can use this complaints procedure by:

- writing, asking, telephoning the manager of the service.

## Contact details

If you are still not satisfied with the response you have been given, you can use the next stage of the complaints procedure by:

- Writing to the Chief Executive
- By telephoning 01706 752333
  - By e-mailing:  
management@rochdalemind.org.uk

The Chief Executive will arrange for your complaint to be looked at again.

A copy of the complaints procedure is available on request, or on our website [www.rochdalemind.org.uk](http://www.rochdalemind.org.uk)

Formal investigations may take some time. However, we will keep you informed of progress and agree a timescale for responding to your complaint with you.

## Mind's Services

For further information, please contact:

Management on 01706 752333

Advocacy Services  
(for Rochdale & Bury)

01706 752350  
Or  
0161 933 2623

Rochdale & District Mind  
Mind Wellbeing Centre  
3-11 Drake Street  
Rochdale  
OL16 1RE



## Comments, Complaints and Compliments



**If you have any comments, complaints or compliments about our service, these guidelines outline the procedure to follow.**

