

# Comments, Complaints & Compliments

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

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

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, to the Chief Executive or dropped into one of our suggestion boxes located at our Wellbeing Centres and Cafes.

## **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?

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.)

## If you are not happy with our response

If you are not satisfied with the response you have been given, you can make an appeal. You can do this by writing to the CEO, Rochdale and District Mind, The Mind Wellbeing Centre, 3-11 Drake Street, Rochdale OL16 1RE setting out the reasons for the appeal.

If your complaint is about the CEO you can write to The Chair of the Board of Trustees, marked confidential, at the same address. You will be contacted within 10 working days of Rochdale and District Mind receiving the letter. 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 you

## For further information, please contact

Management on 01706 752333

Advocacy Services 01706 752350

Rochdale - Prospect Place (Birch Hill hospital), Tameside - Tatton unit (Tameside hospital), Bury - (CAMHS) Child and Adolescent Mental Health Unit (Fairfield hospital)

**The Mind Wellbeing Centre**

**3-11 Drake Street**

**Rochdale**

**OL16 1RE**

**Tel: 01706 752 330 [www.rochdalemind.org.uk](http://www.rochdalemind.org.uk)**



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