

Bath



For better
mental health

Complaints Policy

Introduction:

Bath Mind takes all complaints very seriously. Managing complaints fairly gives us feedback about the quality of services that we are delivering and allows us to improve those services whenever necessary.

It is important that you know how to complain if you are not happy with the service that you have received. Bath Mind will make this policy available to anyone on request. It is also available on our website – www.bathmind.org.uk

If you make a complaint, we will listen carefully and try to sort the matter out with you in a simple and direct manner that allows you to feel that your complaint has been given serious thought and properly dealt with.

There are four stages to the way we deal with complaints.

Stage 1:

First of all, you should talk informally to the Service Manager.

Advocacy Services – Andy Roger (01225 464656)

Community Outreach Services – Chris Hailstone (01225 316356)

Hay Hill Social Drop-in
Activity Groups
Green Links Project
Mental Health First Aid Training
Mosaic

Housing Services – Paul Cooper (01225 448396)

Registered Care Home
Supported Housing

Hopefully, the problem will be sorted out at this stage. If you are not satisfied with the way your complaint is handled at Stage 1, go to Stage 2.

Stage 2:

Put the complaint into writing and send it to the General Manager by post or hand delivery –

Chris Hailstone
Bath Mind
13 Abbey Church Yard
Bath
BA1 1LY
Chris Hailstone

or, by e-mail to

manager@bathmind.org.uk

Within 7 working days, you will receive a written reply inviting you to a meeting with the General Manager to discuss your complaint. You may bring a supporting friend with you to help you put forward your complaint.

If your complaint is about the General Manager, you will be invited to a meeting with both the Advocacy Services Manager and the Housing Services Manager. They will investigate your complaint with you.

After Stage 2, you will receive a written report from the investigating manager(s). The report will cover these issues –

- ✓ The nature of your complaint
- ✓ The results of any investigations conducted by the investigating manager
- ✓ The solution to your complaint if agreement with you has been possible

or

A suggested solution to your complaint for you to think about.

Hopefully, the problem will be sorted out at this stage. If you are not satisfied with the way your complaint is handled at Stage 2, go to Stage 3.

Stage 3:

Ask for the complaint to be referred to the Committee of Management of Bath Mind.

We will send the Chair of that committee your original written complaint from Stage 2 and the written report from the investigating manager.

The Chair will arrange for you to meet a panel of Trustees who will listen to your complaint. You may bring a supporting friend with you to this meeting. The Trustees will try to reach agreement with you over the solution to your complaint. They will investigate fully and send you a written report of their findings.

Hopefully, the problem will be sorted out at this stage. If you are not satisfied with the way your complaint is handled at Stage 3, go to Stage 4.

Stage 4:

Ask for the complaint to be sent to an independent arbitrator.

We will send all of the papers from Stages 2 & 3 to the arbitrator, who will arrange to talk with you and undertake any further investigation that might be necessary.

The decision of the arbitrator will be final.

Spring 2011

How to Make a Complaint

Stage 1:

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