



Mind in Haringey

Complaints Policy & Procedure

Review Date: September 2015
Next Review Date: November 2015

MIND IN HARINGEY

COMPLAINTS PROCEDURE

Mind in Haringey aims to be responsive to all complaints raised either on a formal or informal basis.

Examples of Formal and Informal Complaints

Informal

Client A approached a manager about a member of staff who they said was rude to them.

Formal

Service user or visitor complained about the conduct of a member of staff. This led to an investigation by the Manager.

Mind in Haringey's service users have the following options with regard to raising a complaint:

- raising the matter in person at the time of the incident;
- depositing a complaint or suggestion – anonymously if desired - in the complaints/suggestion box available in the foyer of the centre.
- recourse to Mind in Haringey's Complaints Procedure. See complaints procedure

Complaints are responded to as follows:

- complaints raised at the Service User's Forum meetings are referred to the Project Manager who runs the service that they are complaining about and users involved will be advised verbally of a response at the next forum meeting or within two weeks whichever is sooner– or in writing if the complaint requires this;
- issues arising from the complaints/suggestion box would be responded to either :

- (i) verbally or in writing depending on the seriousness of the issue raised in the case of a self-identifying complainant or
- (ii) at a meeting with the client, or conceivably through an investigation in the case of any anonymous complainant.

The procedure entailed in the formal Complaints Procedure is set out below.

COMPLAINTS PROCEDURE

SUMMARY OF 3 STEPS

1st STEP

First raise the problem with the person immediately concerned and try, together, to resolve the matter informally; if that is not possible or you feel unable to discuss the problem with the person concerned, then you should ask the head of the house, club or centre that you use for a private meeting because you want to make a complaint.



2nd STEP

If you are dissatisfied with the result of the investigation you can further complain to the Operations Manager of Mind in Haringey. A member of staff will tell you who that person is and how to reach him/her.



3rd STEP

If you are dissatisfied with the operations' Manager's decision you can appeal to a specially convened appeals panel led by the Chief Executive Officer of Mind in Haringey. The decision of the appeal panel will be final.

FULL LENGTH STATEMENT OF PROCEDURE

STAGE I

If you are a user of our services and you wish to make a complaint you should:

- (1) first of all raise the problem with the person immediately concerned and try, together, to resolve the matter informally; if that is not possible or you feel unable to

discuss the problem with the person concerned, then you should

- (2) Ask their manager for a private meeting stating you want to make a complaint. That meeting must take place within one working week of your request unless you specifically agree to a longer time period, e.g. because

(The line manager is absent, or you have other commitments)

At the meeting you may wish to have someone of your choosing with you who can help you explain your complaint. At the meeting the nature of your complaint will be written down in a form acceptable to you and (The line manager) will ask you some questions about it. Your complaint will be dealt with in confidence, although other people involved in the situation may need to be asked about what happened?

After the meeting the manager will inform the Chief Executive Officer of Mind in Haringey that a complaint has been made.

The manager will then make further investigations and try to resolve the complaint to your satisfaction as speedily as possible. This may involve (a) talking to other people in such as the person you are complaining about, members of staff and/or (b) further meetings with you or with you and others. At all times you will be entitled to bring with you to such meetings a person of your choosing who can speak for you. The Manager must inform you fully and in writing of the result of the investigation within five working days of the first meeting, unless you specifically agree to a longer period. S/he will also inform the Chief Executive Officer of the result.

STAGE 2

If you are dissatisfied with the result of the investigation you can further complain to the Chief Executive Officer of Mind in Haringey. You should also use this Stage 2 procedure if your initial complaint is about the person who would normally receive and investigate complaints under the Stage I procedure.

You must make your complaint in writing within five working days of receiving the results of the Stage I investigation. If you wish someone of your choosing to write that for you that is perfectly acceptable. Alternatively, you can say that you want to further complain verbally and sign a written confirmation of that; as long as the verbal request has been made within five working day period. On receipt of the complaint the Chief Executive Officer must meet with you within ten working days, unless you agree to a longer period. You may have present at that meeting a person of your choice who can help you explain your complaint and represent you.

Following that meeting the Chief Executive Officer will make such further investigations as s/he feels necessary. This may involve similar meetings to those described in Stage 1 and the same rules as to representation and confidentiality will apply.

The Chief Executive Officer must inform you in writing within ten working days of meeting with you of his/her decision on your complaint with reasons.

STAGE 3

If you are dissatisfied with the Chief Executive Officer's decision you may appeal against that decision. You must make that appeal in writing to the Chief Executive Officer within five working days of receiving the Stage 2 decision. On receipt the Chief Executive Officer will convene a special appeals panel made up of three non staff members of Mind in Haringey Executive Committee. The panel will meet within ten working days of receipt of the appeal. The panel will hear your complaint and you will be entitled to have someone help you put the complaint to the panel. The panel will also hear evidence from such others involved in the complaint, and its attempted resolution, as they feel appropriate. You and/or your representative will also be able to question others involved in the complaint and to bring evidence and witnesses forward to the panel. The panel must inform you of its decision of your complaint, with reasons, within three working days of the hearing. The decision of the panel is final.

Recording and Monitoring

All complaints registered throughout the organisation are reviewed by Mind in Haringey's Senior Management Team on a quarterly basis.

The format for the Complaints Form supplied to service users is provided on the following page.

MIND IN HARINGEY - COMPLAINT FORM

Any service user can use this form to make a formal complaint.
You can also write a letter, phone, or come to the office in person.

NAME:

ADDRESS:

CONTACT No:

Date:

Please give details of your complaint below?

What action have you taken to resolve this matter?

Who have you spoken to about your problem?

What action would you like us to take regarding this complaint?

Please hand this to a member of staff or email it to admin@mih.org.uk. Alternatively complaints may be posted to: Lynette Charles, Chief Executive Officer, Mind in Haringey, Station House, 73c Stapleton Hall Road, London N4 3QF