

## About this leaflet...

This leaflet is a brief guide for the users of all services provided by North Staffs Mind. Our Complaints Procedure has 3 stages. However, we will try to resolve any issues you may have at the lowest level, wherever possible.

### ◆ Stage 1 – Informal complaint

For those of a less serious nature. You may, however, go straight to Stage 2 without using Stage 1 if you like.

### ◆ Stage 2 – Formal complaint

For those of a more serious nature. You must use Stage 2 before you can go on to Stage 3.

### ◆ Stage 3 – Appeal

If you feel that your complaint has not been dealt with properly or fairly.

## Our Aims

If you have a complaint regarding the services you have received from North Staffs Mind, we aim to:

- ✓ Take notice of your complaint in a prompt, sensitive, fair and thorough way.
- ✓ Where possible, deal with complaints as they arise
- ✓ Keep you informed about what is happening at all stages of the investigation into your complaint.
- ✓ Be honest and open in the way we deal with your concerns
- ✓ Try to find a way to deal with the complaint to your satisfaction

## Outline of the Process

1. Informal complaint: solution suggested in less than 14 days
2. Formal complaint: two routes – if dissatisfied with outcome of informal complaint or can start process as formal complaint
3. Written acknowledgement within seven days, together with a request to meet with the Chief Executive (or Chair) to discuss your complaint
4. If complaint not resolved at meeting, full investigation started and response given usually within 21 working days. All statements and interviews will be treated in the strictest of confidence.
5. If you are not satisfied, you can submit an Appeal within seven working days
6. Outcome of Appeal is explained and communicated in writing within 28 working days



# How to Complain

You can let us know that you have an issue with North Staffs Mind:

- ➔ In writing – by letter, email, fax or by completing a comments form available in our waiting rooms or on our website
- ➔ Verbally – over the phone, in person or by audiotape

You can also make a complaint through a 'third party' by authorising someone to act on your behalf, for example, an advocate.

A written record is kept by North Staffs Mind about all complaints made. So even if you let us know verbally we will make a note of the details of the conversation.

Formal complaints should be sent to:

The Chief Executive, North Staffs Mind, 83 Marsh Street, Hanley, Stoke-on-Trent ST1 5HN.

If your complaint is about the Chief Executive, it should be addressed to the Chair of the Council of Management, at the same address.

If you are unhappy with the outcome of your complaint, you can take it to an external body or third party. Details are available from:

North Staffs Mind  
83 Marsh Street  
Hanley  
Stoke-on-Trent  
ST1 5HN



Tel: 01782 262100  
Fax: 01782 262212  
Email: [reception@nsmind.org.uk](mailto:reception@nsmind.org.uk)  
Website: [www.nsmind.org.uk](http://www.nsmind.org.uk)



Your continued involvement and goodwill is of important to us. All North Staffs Mind service users have a right to complain and making a complaint will not affect the services to which you are entitled.

In order for us to be able to investigate fully and accurately, a complaint must be made within 12 months of the alleged cause for complaint

A copy of our full Complaints Procedure is available on request  
Reg. Charity Number 700788 Company Limited by Guarantee Reg. in  
England 2294089