

If you are unhappy with our service, please tell us. If we don't know about it, we can't put it right!

Confidentiality

All complaints will be treated in confidence. However, if a complaint is to be properly investigated, we will need to speak to any staff members or volunteers involved. If there are any safeguarding issues, our usual Safeguarding Policy will apply.

Contact Us

If you want to make a complaint, you can contact us:

By email:

enquiries@cpslmind.org.uk

By telephone:

0300 303 4363 (9.30am – 5.30pm)

In writing:

Please write to the Governance and Compliance Administrator, CPSL Mind, Barrere House, 100 Chesterton Road, Cambridge, CB4 1ER

In person:

We operate from offices in Cambridge and Peterborough. Please note that our team are often out and about in our community and not always available in our offices. We do not facilitate drop-ins so if you intend to visit one of our offices please call in advance.

If you are in crisis or are worried about someone who you think may be in trouble you will find information on where you can turn on our website at <https://www.cpslmind.org.uk/need-help-now/>



Making a Complaint

If you are unhappy with our service, we would like to hear about it. We take all complaints seriously and use them to improve our services. Complaints can be submitted in writing by post or email, in person, or over the telephone.

Our complaints procedure is intended to be effective and easily understandable.

We recognise that making a complaint can feel difficult and stressful. Consequently, our approach to any complaint will always be directed, first and foremost, by our organisational values of **respect, empowerment, inclusivity, courage** and **compassion**.

Whatever the stage of a complaint, a complainant can expect a supportive and helpful response from our staff and volunteers, together with honesty and transparency throughout the process, and a clear outline of any changes that will be made as a result of their complaint. At any stage, a complainant may seek the help of an independent advocate and CPSL Mind will connect them to local advocacy services upon request.

When should I complain?

If there are any circumstances where you feel our service has fallen short, we would like to hear about it as soon as possible.

How do I complain?

Complaints can be made formally in writing or informally through discussion. Our contact details are on the back of this leaflet.

What happens when I make a complaint?

When we receive your complaint, it will be passed on to the relevant manager, who will be in touch with you within 5 working days to explore your concerns.

Who can support me?

We understand that it is not easy to make a complaint. Throughout the process, we will discuss whether you need any support from us or from another agency (e.g. translation services).

Stage 1 – Informal procedure

We hope that the majority of complaints or concerns can be dealt with informally. We will send you a copy of our Complaints Policy which will give you more detail about the procedure, including timescales.

The relevant manager will gather the information required to understand the nature of your complaint and explore how the issue might be resolved informally.

If you do not think your complaint has been resolved satisfactorily, you will be asked to identify the unresolved issues and your complaint will be escalated to Stage 2 of the procedure.

Please note that a complaint will always be escalated to Stage 2 (or higher if necessary) if it is regarding: the abuse of a child or vulnerable adult; a health and safety hazard; something which is, or may be a criminal offence; or something which, if upheld, would result in disciplinary action against a member of staff.

Stage 2 – Formal procedure

This stage of the process involves a formal investigation which will be carried out by a Head of Service (the Investigating Manager). Ideally, in the interests of objectivity, this will be carried out by a Head of Service who is not directly involved in delivery of the service or project in question.

If your complaint is about the CEO or a Trustee, this step will be carried out by a Trustee unrelated to the incident.

Stage 3 – Review by the CEO

If you are unhappy with the outcome of the formal investigation (Stage 2), we will ask you to identify the unresolved issues. The CEO will then review the investigation to ensure it has been conducted appropriately. If needed, the CEO will highlight any area(s) which require further investigation.

If your complaint is about the CEO or a Trustee, this step will not apply.

Stage 4 – Appeal

If you are not happy with the outcome of the CEO's review (Stage 3), you will have the opportunity to appeal. An Appeal Panel of three Trustees will be appointed, who will review all documentation produced in the investigation so far, and if needed, speak to staff members/volunteers in your initial complaint, and/or pursue any area(s) which require further investigation.

This decision of the Appeal Panel is final.