

# Making a Complaint

Mind in Cambridgeshire (MiC) takes a positive attitude to complaints, recognising that they contribute to the improvement of our services and of staff behaviours and actions.

If you are unhappy with our service, we would like to hear about it. Rest assured that any complaint received will be dealt with quickly and in a fair manner. All complaints will be listened to and taken seriously, and every effort will be made to provide any support required by the person making the complaint.

In the event of a complaint, our aims will be:

1. To provide means of redress for any individual who feels

offended by any aspects of MiC's practices, services or staff behaviour.

2. To enable individuals to feel able to do the above.
3. To provide means for family members, friends, professionals or any other persons who may access or visit MiC's services or facilities to raise their legitimate complaints and concerns.
4. To serve as a gauge for MiC's service quality and the satisfaction of those who use our services..

## When should I complain?

If you have a complaint, you should raise it within six months of the event which has given rise to the complaint or within six months of becoming aware that there was cause for complaint.

## How do I complain?

Complaints can be made formally in writing or informally through discussion.

## Informal stage

We hope that the majority of concerns/complaints can be dealt with informally and MiC staff – or their line managers – will try to resolve most complaints immediately and informally.

This stage does not prevent the use of the formal system but is an attempt to solve problems through negotiation and conciliation. If you went through the informal process, and your matter remained unresolved, you would be guided through the formal complaints procedure and helped to access that procedure.

In certain circumstances, if dealing with a verbal (informal) complaint arising from serious issues of inappropriate behaviour, MiC's managers may ask that the complaint be made formally (in writing).

## Making a Formal Complaint

A formal complaint must be made in writing, preferably on the prescribed Complaints Form, and sent as soon as possible to MiC's Chief Executive Officer Sarah Hughes, who may delegate the responsibility for investigation.

If the complaint relates to the Chief Executive Officer or you are not satisfied with the outcome of the complaint, then the complaint may be made to the Chair of the Board of Trustees of Mind in Cambridgeshire, Deborah McGovern.

## The formal process

The person who receives the complaint will acknowledge it within five working days and will carry out an investigation, or, where appropriate, appoint someone else to do so. The investigator will report the results in writing within three weeks to you and the relevant members of staff.

If either you or the person about whom the complaint is made is unhappy with the results of this, they can then ask for the complaint to be referred to Mind in Cambridgeshire's Chair of Trustees.

## Board of Trustees

On receiving the complaint, the Chair will consult with another trustee to decide whether the complaint should proceed to this level. If they decide it should not, the Chair will write to you explaining why. If they deem that it should, the Chair will set up a panel to consider the complaint. The panel will generally consist of three people, one of whom will be an individual who uses one of our services. The panel may include people independent of MiC, if appropriate. The panel will aim to meet within 28 days, although this may take longer in complicated cases.

The panel will invite to the meeting you and the person or persons against whom the complaint has been made, both of whom may be accompanied by a friend or supporter, or by an independent advocate.

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The panel will report their decision and any recommendations in writing to you and to any persons against whom the complaint was made within 21 days. The decision of the Panel will be final.

All formal complaints should be addressed to the appropriate person and sent to Barrere House, 100 Chesterton Road, Cambridge CB4 1ER or The Limes, 24 New Street, St Neots PE19 1AJ.

Alternatively, any complaints to our CEO can be emailed direct to [sarah.hughes@mindincamb.org.uk](mailto:sarah.hughes@mindincamb.org.uk)

## Support for You

Any Mind in Cambridgeshire staff members with responsibility for supporting you within our service will be available to assist you in making a complaint, even when the complaint is about another staff member.

## Confidentiality

All complaints received will be treated in confidence. Staff members implicated in complaints will, however, be given advance notification of the complaint and how it will proceed.

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