

If you have any concerns about Registered Care or Nursing Homes, you can contact the Commission for Social Care Inspection at:
Ladywood House
45-46 Stephenson Street
Birmingham
B2 4UX
0121 600 5300

If you use a service funded by Birmingham Supporting People you can contact them on
0121 303 6138

Compliments and Comments

This leaflet explains the process for making a complaint. We do however welcome any compliments and comments about our service.

If you have any general comments or suggestions you wish to make about Birmingham Mind and its services, please do so by contacting the Chief Executive Officer of Birmingham Mind.

Registered Charity No. 1003906
Company No.2024372

Useful External Contacts and Websites

Citizens Advice Bureau 08444 77 10 10
Information Helpline 0300 330 0650
Email: bcabsemailadvice@bcabs.org.uk

Neighbourhood Offices
Advice Line 0121 303 1111
Customer Service Centres 0121 216 3030
Access online: www.birmingham.gov.uk

Social Health and Care
General Enquiries 0121 303 4125

Adult Social Care: Mental Health Services
If you or the person you care for has mental health difficulties and is aged over 18, you should contact the mental health service for your part of Birmingham:

South Birmingham 0121 301 2830
North Birmingham 0121 464 5123
Central Birmingham 0121 303 5188
Emergencies Only 0121 464 9011
Access online: www.mycareinbirmingham.org.uk

POhWER
Advocacy Service 0300 456 2370

Health Ombudsman 0345 015 4033

Local Government Ombudsman
0300 061 0614

Care Quality Commission 03000 616 161

**Birmingham and Solihull Mental Health
Foundation NHS Trust PALS** 0800 953 0045

*This leaflet was reviewed and approved by
the Birmingham Mind Service User Task
Group in June 2014*



Complaints, Compliments and Comments



Published: June 2014

This leaflet is available in
Braille and other languages
upon request.

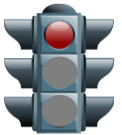
Introduction

This leaflet is a brief guide for the users of all services provided by Birmingham Mind. Birmingham Mind has 3 levels of Complaints:



Complaints - Informal

For those of a less serious nature against the Association/Staff member employed by Birmingham Mind.



Complaints - Formal

For those complaints of a serious nature against the Association/Staff member employed by Birmingham Mind.



Service User Dispute

A procedure to cover serious disputes between people who use our services.

Birmingham Mind views complaints as an opportunity to improve the service we offer and therefore actively encourage people's comments and suggestions.

Aims

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

- Take notice of your complaint in a sensitive, prompt, fair and thorough way.
- Where possible, deal with complaints as they arise.
- Not treat your concern as unimportant.
- Let you know what is happening at all stages of the investigation into your complaint.

Aims continued

- 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.

How to Complain

Complaints may be verbal or written, and in each case the complaint is recorded.

Complaints may be made to any member of staff or Trustee of Birmingham Mind.

Written complaints can be made by letter and should be addressed to the **Chief Executive Officer, Birmingham Mind, 17 Graham Street, Hockley, Birmingham B1 3JR**

If you wish to submit a complaint via email, please contact us at info@birminghammind.org



Alternatively you can contact us on **0121 608 8001**

Once your complaint is received we will appoint an appropriate person(s), to investigate your complaint.

If you wish, all communication, spoken or written, will be in your first language.

Outline of the Process

Support or Advocacy from outside Mind is encouraged throughout the process

