



Complaints and Compliments



How To Complain

All 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 or....



You can call us on **0121 608 8001**



You can submit a complaint confidentially via email, at **complaints@birminghammind.org**



Written complaints should be addressed to

**Chief Executive Officer, Birmingham Mind,
17 Graham Street, Hockley, Birmingham B1 3JR**

Disputes and Informal Complaints

If your complaint is of a less serious nature, we will try to resolve this in person and informally. If you are not satisfied with the informal outcome, your complaint will be escalated to the formal procedure .

Formal Complaints

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

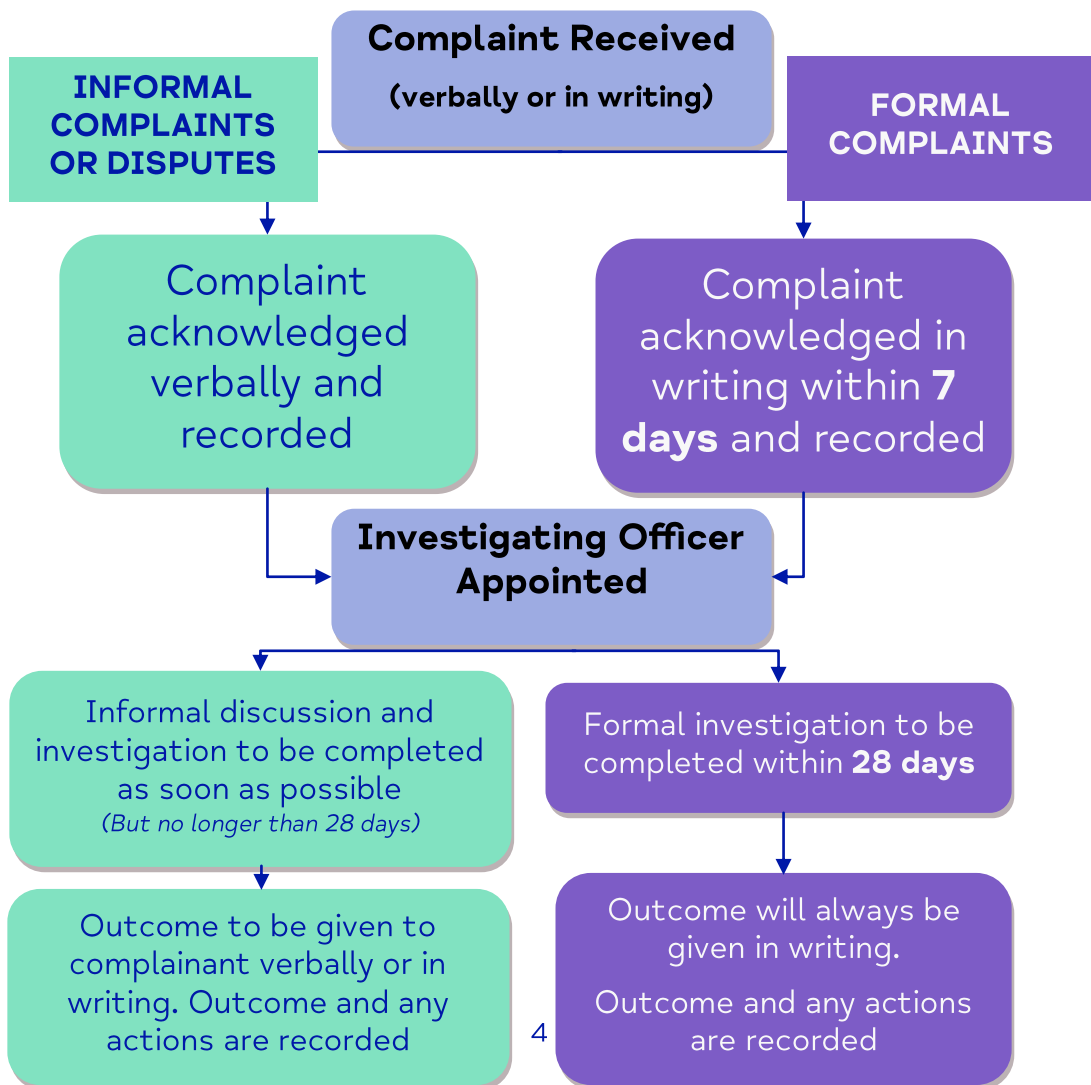
What Happens If I Complain?

If you have a complaint regarding a service 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. (Disputes and Informal Complaints)
- We will always treat your concern as important and in the strictest of confidence.
- Your complaint will never negatively impact on any support you receive.
- We welcome complaints as an opportunity to improve and learn .
- You will receive a unique Complaint Reference number to make ongoing contact easy.
- We will let you know what is happening at all stages of the investigation into your complaint.
- We will be honest and open in the way we deal with your concerns.
- We will try to find a way to deal with the complaint to your satisfaction.
- We will notify you about any direct change of process or procedure that the outcome of your complaint has identified.

How Long Will It Take To Resolve My Complaint?

Support or Advocacy outside of Birmingham Mind is encouraged throughout the process



Can I Appeal?

INFORMAL COMPLAINTS OR DISPUTES

If the complainant is not satisfied they are encouraged to raise a formal complaint



Follow formal complaint flow chart in purple (see page 4)



FORMAL COMPLAINTS

If the complainant is not satisfied, an Appeal can be submitted in writing within **14 days** of the outcome letter



Appeal Investigation Officer Appointed



Appeal meeting is held within **14 days** of receipt



Outcome of Appeal is issued in writing. The Outcome and any actions are recorded

If you are not satisfied with the outcome of your complaint or appeal, then you have the opportunity to complain directly with the funder of your service. Your Investigation Officer or Appeal Officer, will be able to provide you with this information.

Compliments

If you would like to compliment a staff member, team, service or session, then you can do so in a number of ways.

We prefer to receive compliments in writing, just so these can be documented in your words, but verbal compliments will be recorded too.



You can call us on **0121 608 8001**



You can submit a compliment via email, at **info@birminghammind.org**



Written compliments should be addressed to the **Office Manager, Birmingham Mind, 17 Graham Street, Hockley, Birmingham B1 3JR**

What We Do

- All compliments are recorded upon receipt
- All compliments are shared with our Trustees, Senior Managers, Service Managers and any staff members who have been named
- Compliments help us to identify what we do well and what we need to continue to do well
- Our compliments are counted and added to our Annual Impact Report (alongside our complaints)

Comments & Feedback

If you have any general comments or you would simply like to offer some feedback, please speak to any staff member or contact us



Email: **info@birminghammind.org**



Phone: **0121 608 8001**



Keep In Touch

Email: help@birminghammind.org

Helpline: 0121 262 3555



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@BirminghamMindOfficial



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Birmingham Mind is passionate about delivering person centred support across all our services and we value your feedback to help us to continually improve our service offer.

We want to know from everyone, whether you are a service user, a carer, family member or professional, about what we do well and not so well and receiving compliments and complaints helps us to ensure we continue to provide the very best care and support.

This leaflet was reviewed and approved with the involvement and participation of service users of the Birmingham Mind Central Improving Mind Group (April 2021)

