



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, to complaints@birminghammind.org



**Written complaints should be addressed to
Chief Executive Officer, Birmingham Mind,
First Floor, Albert House, Quay Place, 92 Edward
Street, Birmingham B1 2RA**

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.

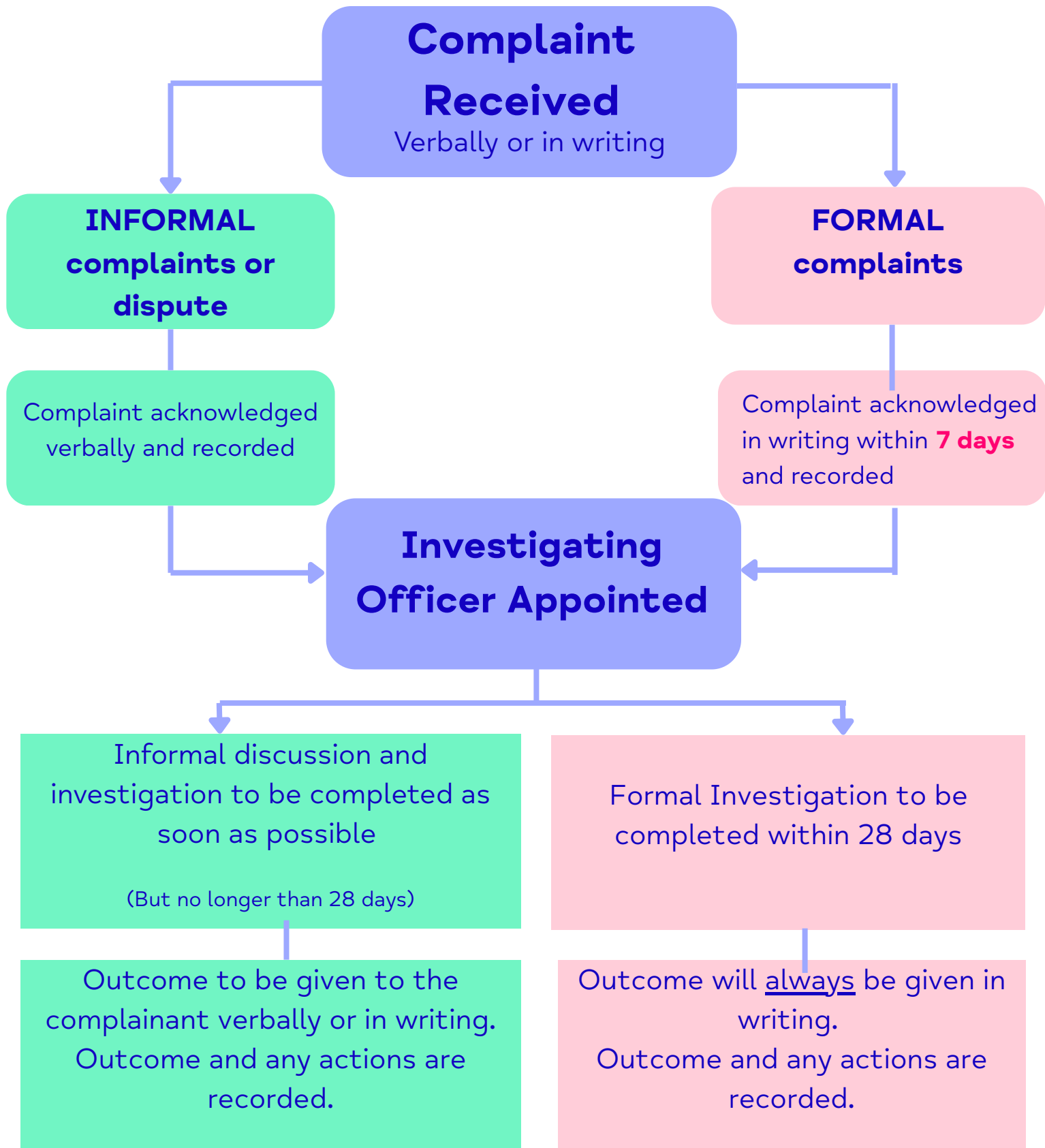
What Happens If I Complain?

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 & DISPUTES

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

Follow formal complaint flow chart in pink (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 held within **14 days** of receipt

Appeal Outcome will always be given in writing.
Outcome and any actions recorded.

If you are not satisfied with the outcome of your complaint or appeal, you will have the opportunity to raise a complaint directly with the funder of the service you receive.

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 to info@birminghammind.org



**Written compliments should be addressed to
Office Manager, Birmingham Mind,
Albert House, First Floor, Quay Place, 92 Edward
Street, Birmingham B1 2RA**

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](tel:01216088001)



Keep In Touch



Email help@birminghammind.org



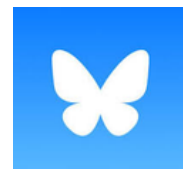
Helpline **0121 262 3555**

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)

Follow us



 **Birmingham Mind**

Registered Address: Birmingham Mind First Floor, Albert House, Quay Place, 92 Edward Street, Birmingham B1 2RA

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