mind Birmingham

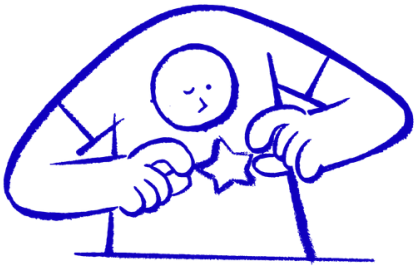
Compliments Comments, & Complaints



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 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

At Birmingham Mind, we are committed to continually improving the support and services we provide. We value your feedback and welcome any suggestions, ideas or comments about how we can do things better. Hearing about your experiences helps us understand what is working well and where changes may be needed.

We encourage you to share your views with us, whether they are positive, constructive or raise a concern, and we will always listen carefully and treat your feedback fairly, respectfully and confidentially.

Email info@birminghammind.org

Phone 0121 608 8001



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

Your views matter

At Birmingham Mind, we are committed to providing high-quality support and services. We welcome feedback, suggestions, compliments and complaints as opportunities to learn and improve. We will always take your concerns seriously and treat you fairly, respectfully and confidentially.

Complaints

Informal

Many concerns can be resolved quickly by speaking to a member of staff, team leader, or manager, and we will always aim to resolve issues informally where appropriate. If your complaint is less serious in nature, we will try to address it informally. However, if you are not satisfied with the outcome, your complaint will be escalated to the formal complaints procedure.

Formal

If your concern cannot be resolved informally, or if you would prefer a formal investigation, you can make a formal complaint. Once your complaint is received, we will appoint an appropriate person, or persons, to investigate the matter and respond in line with our complaints procedure. Staff can support you to submit a complaint if required.

Support or advocacy outside of Birmingham Mind is encouraged throughout the complaint process.

What Happens When I Complain?

We are committed to ensuring your complaint is handled fairly and consistently.

When you make a complaint, we will:

- Take your concerns seriously
- Treat you with dignity and respect
- Keep your information confidential
- Ensure your complaint does not affect your support
- Keep you informed throughout the process
- Investigate your concerns thoroughly
- Explain our findings clearly
- Use feedback and learning to improve services
- Let you know about your right to appeal

Complaints may be resolved informally or investigated through our formal complaints process, depending on the nature and seriousness of the concern.

How Long Will It Take To Resolve My Complaint?

Complaint Received

Verbally or in writing

Informal complaint or dispute

Complaint acknowledged verbally

Informal discussion and investigation to be completed as soon as possible (within 3 days)

Outcome to be given to the complainant verbally or in writing.

Outcome and any actions are recorded.

Formal complaint

Complaint recorded and acknowledged in writing within **5 working days**

Investigating Officer Appointed

Formal Investigation to be completed within 40 working days

Outcome will always be given in writing.

Outcome and any actions are recorded.

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 6)



Formal Complaints

If the complainant is not satisfied, an Appeal can be submitted in writing within

28 days

of the outcome letter

Appeal Investigation Officer Appointed

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.

How To Complain

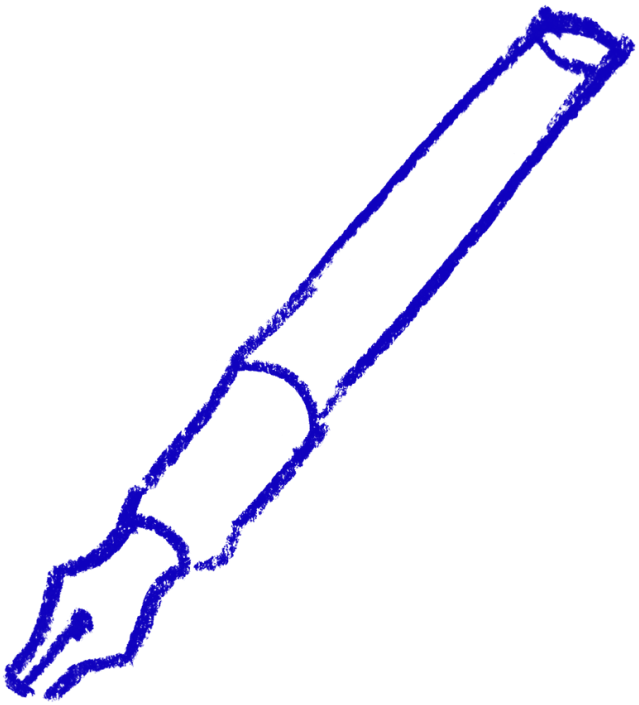
All complaints may be verbal or written and in each case the complaint is recorded.

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 (CEO), Birmingham Mind, First Floor, Albert House, Quay Place, 92 Edward Street, Birmingham B1 2RA





Contact Us



Complaints

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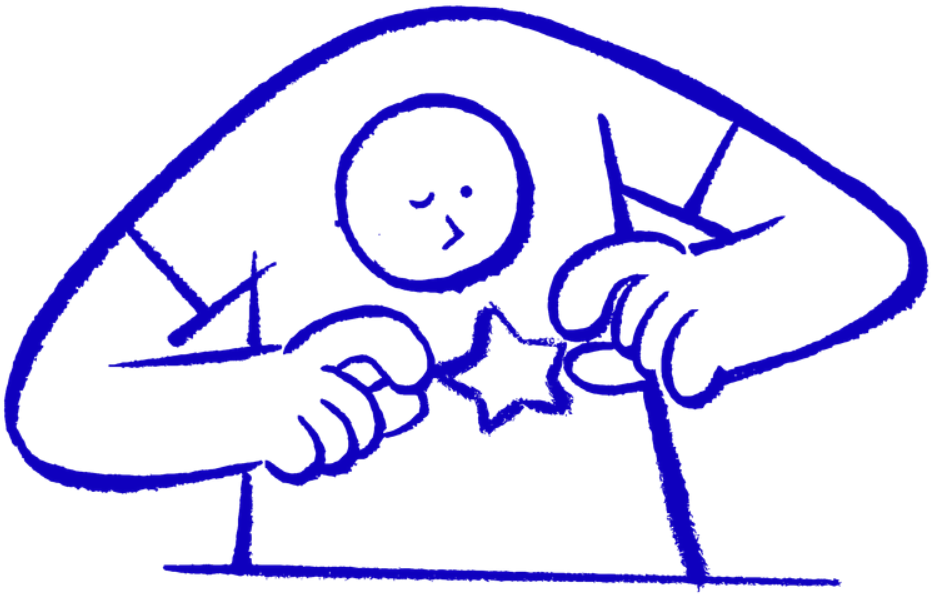


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Comments & Compliments should be addressed to Officer Manager Birmingham Mind, First Floor, Albert House, Quay Place, 92 Edward Street, Birmingham B1 2RA



Keep In Touch

Email help@birminghammind.org

Helpline 0121 262 3555

Follow us

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 by the Birmingham Mind Central Improving Mind Group August 2026.

mind Birmingham

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

Registered charity number 1003906 & Company Limited by Guarantee Number 02024372