

Mind BLMK offers a range of services aimed at meeting individual needs and promoting mental health recovery, wellbeing and independence.

Giving Feedback to Mind BLMK Complaints and Compliments



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Mind BLMK

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Mind BLMK values

- Community
- Respect
- Opportunity
- Hope
- Developing potential
- Raising awareness

We welcome all feedback about our services, and we are committed to taking complaints seriously. Please use this leaflet to help you decide how to contact us to give your feedback.



How to give feedback to Mind BLMK	Our commitment	What happens next with complaints?	What happens at the end of the procedure with complaints?
<p>We welcome feedback:</p> <ul style="list-style-type: none"> About anything to do with Mind BLMK as an organisation, or the services it provides. From anyone who is directly connected in any way with the services provided. <p>We cannot respond to:</p> <ul style="list-style-type: none"> Feedback received second hand. Feedback received anonymously. Feedback made in an abusive manner. <p>You can give us feedback:</p> <ul style="list-style-type: none"> In writing, by email, in person, or at a local service. Via the contact form on our website at www.mind-blmk.org.uk or by private message on social media. If possible, tell us your feedback yourself. 	<ul style="list-style-type: none"> We will use all feedback, both compliments and complaints, to help us evaluate and review our services. We will try to resolve problems as quickly as possible. All staff and volunteers will be aware of their role in this process. Making a complaint will not reduce or take away your right to any Mind BLMK service. Anything you tell us will be treated in full confidence. 	<ul style="list-style-type: none"> It is always best if you can tell a Mind BLMK volunteer or member of staff as soon as possible about your concern. They may be able to resolve the situation right away. Should you wish to take matters further within Mind BLMK, you will be asked what help you will need. We will write to you within five working days to acknowledge your complaint and we will investigate it within twenty-eight days. Sometimes it may take a little longer, but you will be kept informed at all stages. In all circumstances, you will be told the outcome of your complaint. If you are not satisfied, you can request a review of the decision. However, you must do this within twenty-eight days of being informed of the outcome of the investigation. 	<ul style="list-style-type: none"> All parties should be satisfied that they have been heard and had their views respected. A mutually acceptable solution should have been reached. Any necessary adjustments should have been made to ways of working. <p>If we do not know, we cannot put things right.</p>