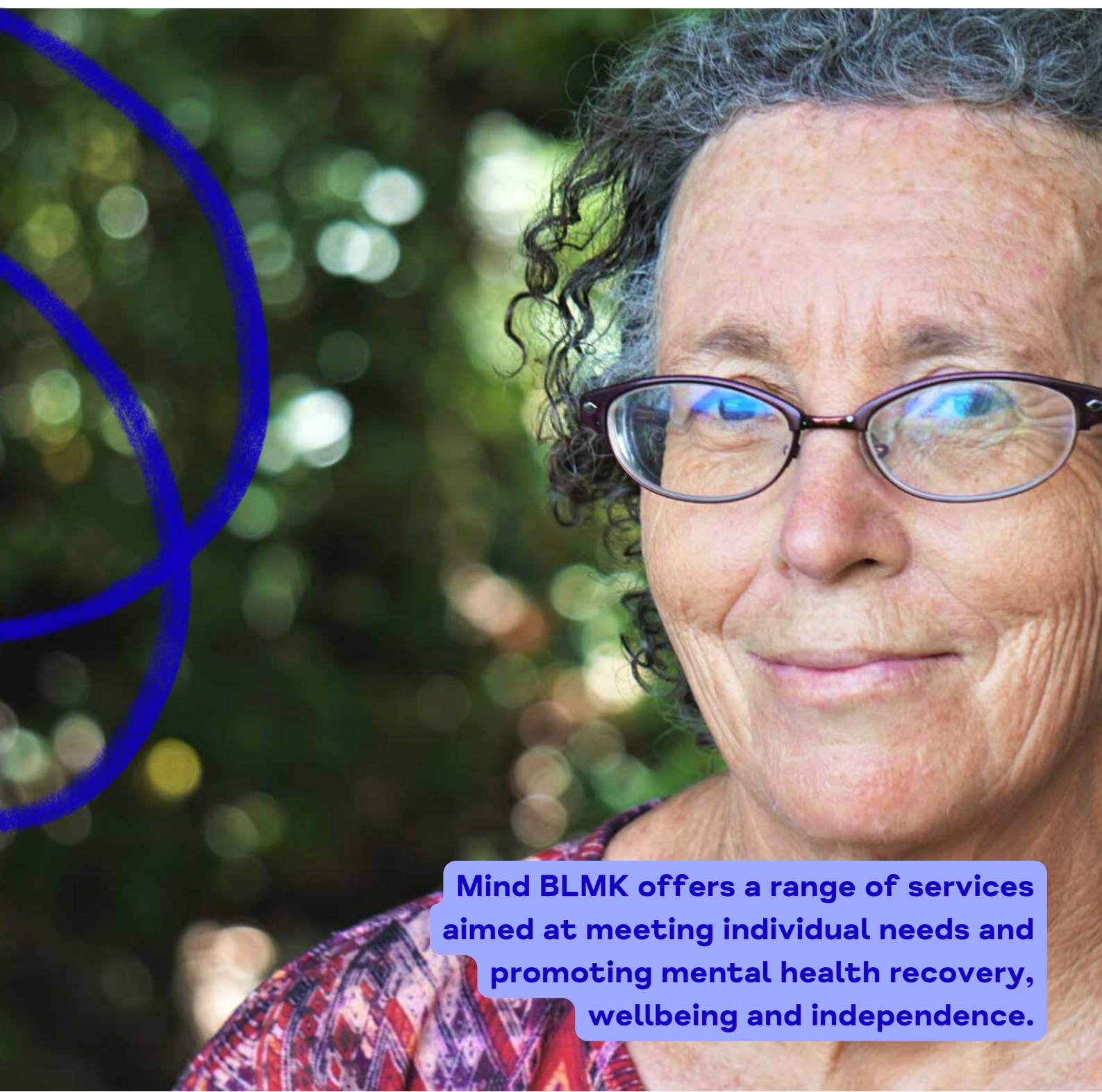




COMPLAINTS & COMPLIMENTS



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

MIND BLMK VISION & VALUES

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.

Our values

- Community – knowing and being an integral part of our localities
- Respect – valuing everyone as an individual
- Opportunity – having a range of options to choose from
- Hope – knowing things will work out
- Developing Potential – overcoming barriers to individual achievement
- Raising Awareness – talking about mental health and wellbeing



01

Anything to do with Mind BLMK as an organisation, or the services it provides.

02

From anyone who is directly connected in any way with the services provided.

We cannot respond to:

01

Feedback received second hand.

02

Feedback received anonymously.

03

Feedback made in an abusive manner.



HOW TO COMPLAIN

We appreciate that sometimes if a situation, an event or perhaps a conversation hasn't gone the way you'd hoped, you may want to pursue it further. Any 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 Mind BLMK. Alternatively:

1



Call us

On 0300 330 0648

between 9.00am - 5.00pm (Mon - Friday)

2

Email



You can submit a complaint confidentially via email to:
complaints@mind-blmk.org.uk

3



Post

Written complaints should be addressed to:



Chief Executive Officer
Mind BLMK
The Rufus Centre,
Steppingley Road,
Flitwick
MK45 1AH



DISPUTES & 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 complaints will be escalated to the formal procedure.

Formal Complaints

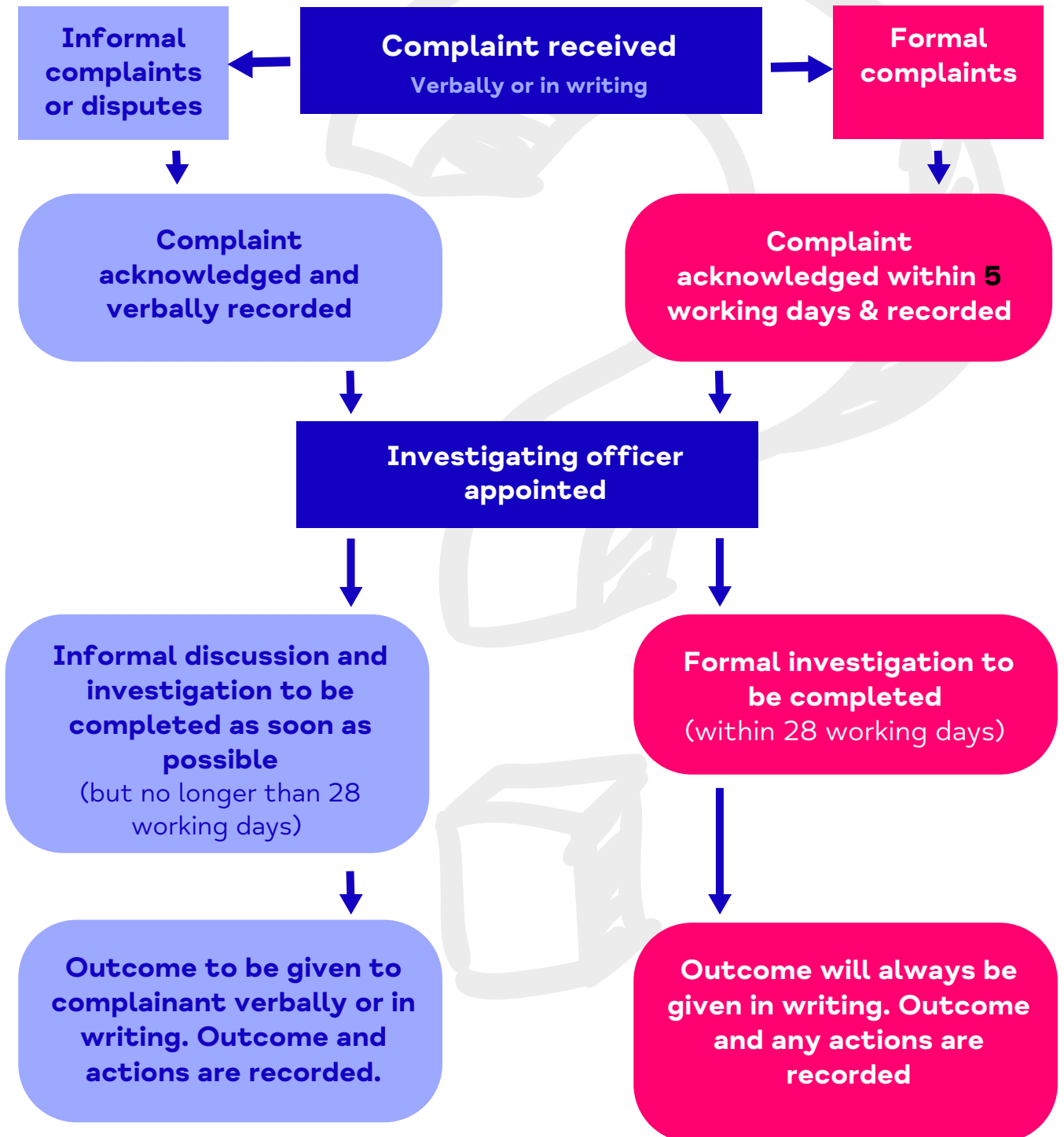
Once your formal complaint is received, we will appoint an appropriate person(s), to investigate your complaint.



If we don't know, we can't fix it



HOW LONG WILL IT TAKE TO RESOLVE MY COMPLAINT?



CAN I APPEAL?



Informal complaints or disputes



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



Follow formal complaint chart in pink (pg 5)

If you are not satisfied with the outcome of your complaint or appeal, then 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.

Formal complaints



If the complainant is not satisfied, an appeal letter can be written to be received by Mind BLMK within 14 days



Appeal Investigation Officer appointed



Appeal Meeting is held within 14 days of receipt



The outcome of the appeal is issued in writing. The outcome and any actions are recorded.

WHAT HAPPENS IF I COMPLAIN?

If you have a complaint regarding a service you have received from Mind BLMK, we aim to:

- 01** Take notice of your complaint in a sensitive, prompt, fair and thorough way.
- 02** Where possible, deal with complaints as they arise (disputes and informal complaints).
- 03** We will always treat your complaint as important and in the strictest of confidence.
- 04** Your complaint will never negatively impact on any support that you receive.
- 05** We welcome complaints as an opportunity to improve and learn.
- 06** You will receive a unique complaints reference number to make ongoing contact easy.
- 07** We will keep you updated during all stages of the complaints process.
- 08** We will be honest and open in the way we deal with your concerns.
- 09** We will try to find a way to deal with the complaint to your satisfaction.
- 10** We will notify you about any direct change of process or procedure that the outcome of your complaint has identified.



COMPLIMENTS

Thank you for recognising we are making a positive difference within our local community. If you would like to compliment a member of staff, a 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.

1 **Call us**

On 0300 330 0648

between 9.00am - 5.00pm (Monday - Friday)

2 **Email**

You can submit a compliment via email to:

hq@mind-blmk.org.uk

3 **Post**

Written compliments should be addressed to:

The Office Manager
Mind BLMK
The Rufus Centre,
Steppingley Road,
Flitwick
MK45 1AH



WHAT WE DO!

All compliments are recorded on receipt and shared with our Trustees, Senior Managers, Service Managers and any staff members that have been named.

How do we record them?

All compliments are counted and added to our annual Impact Report, alongside our complaints.

Working together for a better future



PLEASE KEEP IN TOUCH



How?

If you have any general comments or would simply like to offer some feedback, we would love to hear from you:



Call us

On 0300 330 0648

between 9.00am - 5.00pm (Monday - Friday)

Email



You can submit a comment via email to:

hq@mind-blmk.org.uk

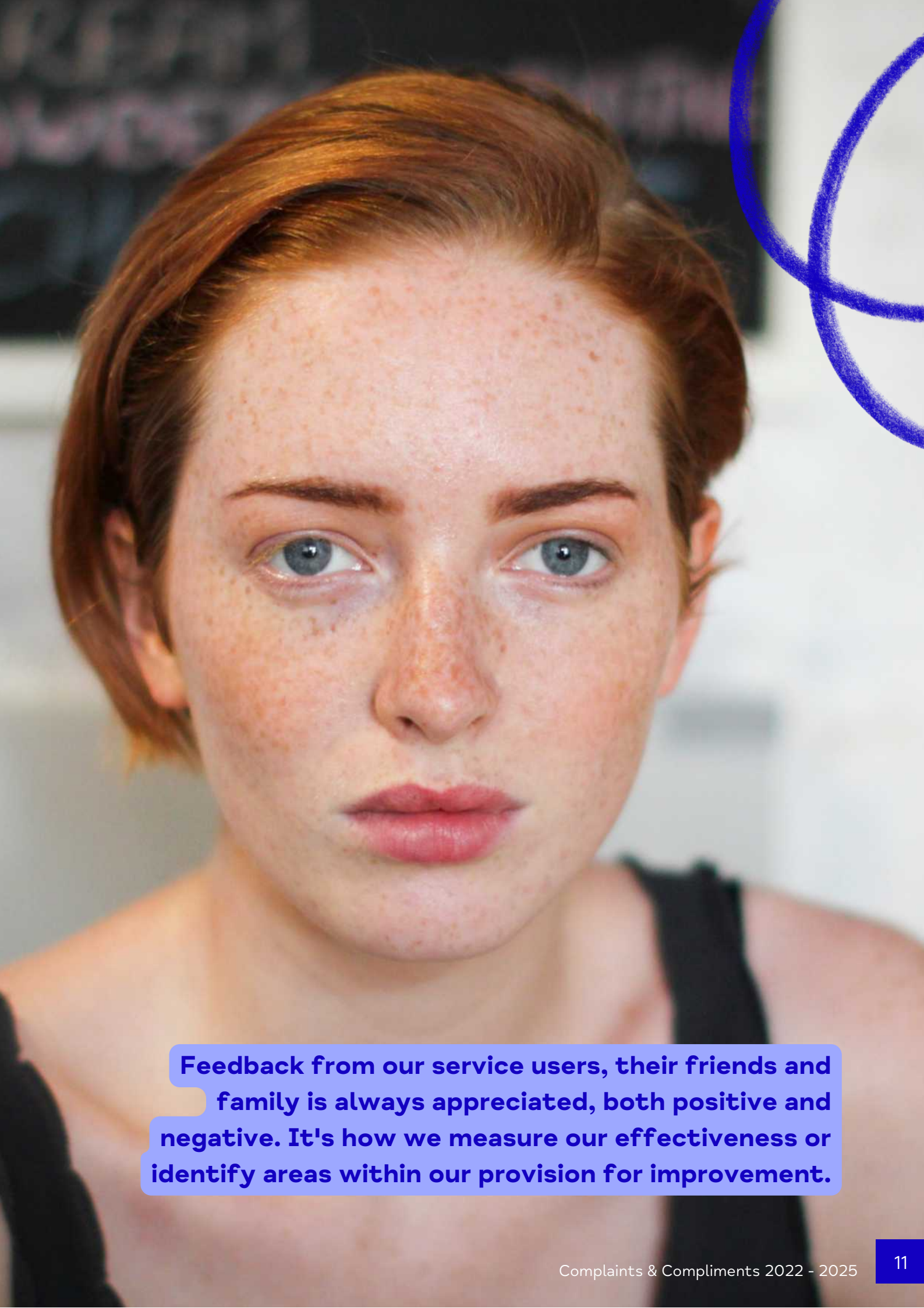
Follow us

Don't forget you can also contact us through our social media platforms. Our social media handle is @MindBLMK, across Facebook, Instagram, Twitter & LinkedIn.

SUBSCRIBE

Click on the individual buttons to confirm your see more:





Feedback from our service users, their friends and family is always appreciated, both positive and negative. It's how we measure our effectiveness or identify areas within our provision for improvement.

INFLUENCE & PARTICIPATION

We aim to become a better, more inclusive organisation by listening to the voices of everyone who wants to talk to us.



This flyer was reviewed and approved with the involvement and participation of the service users of Mind BLMK - Nov 2022



Our door

Is always open for any feedback!

