

Happy or Unhappy with Us?



We want to know.

Our guide on how to give feedback
and/or make a complaint



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Please note: if you would like this booklet in a larger font, A4 copies of this booklet are available on request

I am unhappy with Mind Aberystwyth—what do I do?

Our service is for you, if you are unhappy with something we'd like to know and will do our best to 'put it right'. We'd like to show you the routes in which you can give us feedback and how to make a complaint if you think the problem has not been resolved, or is of a more serious nature.

Pages 5-8 explain the different routes that you can take and will help you to decide which route may be best for you.

I am happy with Mind Aberystwyth—how do I let them know?

Although it's important to know what we might be getting wrong, it's also important to let us know what you think we're getting right!

This helps us to continue working in this way and may also be useful in improving other aspects of our service. Plus it never hurts to hear what people like about you!

Page 9 explains the best ways to give positive feedback.

I'd like to have a say in the services that Mind Aberystwyth offer—how can I do this?

Any feedback you give will help to shape our services and how we offer them, but why not join our Service Development Forum and actively influence what we do? (see pages 4 & 10 for details)

Service Development Forum

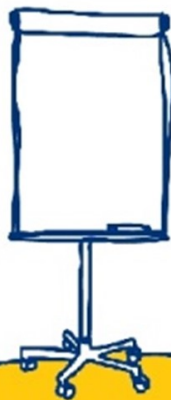


- HAVE YOUR SAY ● OFFER FEEDBACK ●
- SHARE IDEAS ● IMPROVE SERVICES ●

Want to....

- Help develop the services that we offer?
- Let us know what you like about our services and/or how we could improve them?
- Help us to design new services?

We welcome anyone who uses our services to come along. Please let us know if you are interested in joining the forum.



Please call 01970 626225 for more information
or email info@mindaberystwyth.org

 mind | Aberystwyth
for better mental health
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Route 1—Informal

This route is a great option if you have not mentioned your feedback or complaint before.

1. **The first step**, only if you feel comfortable doing so, is to directly approach the person(s) who you are unhappy with to see if you can resolve the issue by discussing it— it's worth remembering that often people are completely unaware of their actions and will do their best to fix this!

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If this doesn't work or you don't feel comfortable, you can try step 2.

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2. **Step 2** is to speak to another member of staff to see if they can help you to solve the problem informally.

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If this doesn't work or you don't feel comfortable, you can try step 3.

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3. **Step 3** - If you'd like to give your feedback anonymously you can do so to the 'We're Listening' team (see page 10 for details) and/or via our quarterly questionnaire.

If you'd like us to respond to you or discuss further, please leave a contact detail.

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If none of these routes resolve your issue, you can try Route 2.

Route 2—Formal

1. The first step is to write your complaint. This can be in writing or by email. The complaint should involve the details of what has happened, and what you would like to happen in order to fix the problem.

If you'd like support to do this you can ask a member of staff who you feel comfortable with or we can assign someone to help you. You can then submit your complaint to us (see page 10 for details), or ask the supporting member of staff to submit this for you.



2. The complaint will then be sent to the appropriate person depending on who or what the complaint is about.



3. The person who receives the complaint will contact you to confirm that they have received your complaint. They will carry out an investigation and will report the results in writing to you and anyone else the complaint involves within 15 working days; detailing the problem you experienced and explaining what we did to put the matter right for you.



4. If you are not happy with the outcome, you can request the complaint be escalated to the next route—'Appeal'. Your outcome letter will include an appeal form, plus instructions on how and where to submit your appeal. You should do this within 5 working days of receiving your letter.

Route 3—Appeal

1. The first step is to make a request in writing to the appropriate person using the appeal section of your outcome letter.



2. The person who receives the complaint will contact you within 5 working days to confirm that they are handling your appeal.



3. After receiving the appeal, the complaint handler will decide whether they believe there are grounds for an appeal, and they will write to you to explain this. A response and explanation will be sent to you within 15 working days.

Please note: There will be some instances where an issue is particularly complex and may not be able to be resolved within this time frame. If the appeal requires a more detailed investigation you will receive an interim response. This will explain what is being done to deal with the matter and when to expect a full reply.



4. If they do not feel that there are grounds for an appeal this complaint will be closed and no further action will be taken from Mind Aberystwyth. If you are not happy with this you should contact The Charity Commission (see page 10)



5. If they do feel there are grounds for an appeal, they will set up a panel to consider the complaint.

Route 3—The Panel

1. The panel will be made up of 3 independent people who have had no previous involvement in the complaint, —this will usually be senior staff/trustees but may be replaced with people independent of Mind Aberystwyth if appropriate .



2. A meeting will be set up for the panel to discuss your complaint within 28 days of you receiving grounds for appeal (*this may take longer in complicated cases*).



3. You will be invited to join the meeting along with those involved in the complaint. You may bring someone to support you.



4. The panel will send you and anyone involved in the complaint their decision along with any recommendations within 21 days of the meeting. This decision will be final.



5. If you are not happy with the outcome, then you should contact The Charity Commission (see page 10)

How to give Positive Feedback

Telling Your Story

We are looking for stories about the how your Mind Aberystwyth service has helped your mental health or wellbeing. To help you tell us your story please ask a Support Worker for the *Telling Your Story* leaflet. They will be pleased to help you at every step.

We're Listening

If you have anything you'd like us to know about your experience of using our service, you can tell the 'We're Listening Team' (see page 10 for details)



Just tell us!

You are welcome to pass positive feedback onto your support worker, a group facilitator, a volunteer and/or you can give us a call at any time to let us know what you think we are doing well!

Who should I give my feedback/ complaint to and how?

Service User Forum

For more information or to join the forum:

Email:

info@mindaberystwyth.org

Write: Service User Forum @ Mind Aberystwyth, The Cambria, Marine Terrace, Aberystwyth, Ceredigion SY23 3NH

Call: 01970 526225

The We're Listening Team

You can pop your comments on our 'We're Listening' board. This is located in the community space.

Alternatively, you can contact us by:

Email:

info@mindaberystwyth.org, with the subject 'LISTEN'

Write: LISTEN @ Mind Aberystwyth, The Cambria, Marine Terrace, Aberystwyth, Ceredigion SY23 2AZ

Formal Complaint

Email:

info@mindaberystwyth.org with the subject 'COMPLAINTS'

Write: COMPLAINTS @ Mind Aberystwyth, The Cambria, Marine Terrace, Aberystwyth, Ceredigion SY23 3NH

The Charity Commission

Call: 0300 065 9197

Visit: [Complain about a charity - GOV.UK](https://www.gov.uk/complain-about-a-charity)
(www.gov.uk)