

Our commitment to you

We want you to receive services you need. We try to ensure that we deliver a high quality service, but sometimes things do go wrong.

If you are unhappy about the service you have received

If you are not happy with a particular aspect of a service you have received, we would like to know about it. At all times, we will try to be open to criticism, quick to admit our mistakes and apologise when we have done something wrong.

Here are some examples of when to make a complaint:

- If you are not satisfied with a service we provide
- If we do not follow our policies and procedures
- If you are unhappy with the service provided by a member of staff or volunteer.

We take every complaint as useful feedback that we can use to improve our services. This means that we really want to know about your complaint so please don't be afraid to let us know when you are unhappy with the services you receive.

Complaints procedure

Stage 1 Verbal complaint

Raise the problem with a worker immediately. If not resolved to your satisfaction within 5 working days carry on to stage 2.



Stage 2 Formal written complaint

Request a complaints form from reception (or use the one attached). Send it completed to the Service Manager who will aim to send you a full response within 20 working days. If not resolved carry on to stage 3.



Stage 3 Referral to the CEO of Mind in Tower Hamlets and Newham

Your complaint and the findings will be further investigated by the CEO. We will aim to send you a written response within 15 working days with the outcome of their findings.



Stage 4 Appeals Procedure to the Mind in Tower Hamlets and Newham Executive Committee

The Executive Committee will look at your complaint at its next meeting. You will be informed in writing within 15 working days of the committee meeting, of their decision.

Referral to Local Authority

If you have completed the final stage of our complaints procedure and you remain unhappy with the outcome, you have the right to take your complaint to your Local Authority Complaints Department. You will need to contact them directly if you wish to pursue this option.

For further information please contact:
Mind in Tower Hamlets and Newham
Open House, 13 Whitethorn Street, London E3 4DA
Tel: 020 7510 1081 Fax: 020 7537 7944
Email: info@mithn.org.uk
www.mithn.org.uk



Help us to improve our services

We welcome your
comments, suggestions
and complaints



in Tower Hamlets
and Newham

Complaint form

We recognise that making a complaint can be difficult, should you need some help to complete this form please do ask a member of the team.

Name

Address

Postcode

Telephone

Have you spoken to anyone at Mind in Tower Hamlets and Newham and Newham to try and resolve your complaint?

Please tick Yes No

If you answered 'Yes' to the above question, please give the name of the person you spoke to

Please give all the details of your complaint below

What would you like us to do to put the matter right?

Signed

Date