

Complaints

Complaints should be seen as a valuable response to the service we offer. They can provide a measure of quality assurance and can help us to improve the service. Anyone who makes a complaint is therefore treated with respect and offered support throughout the procedure to ensure that the outcome meets their needs as far as possible.

How do I make a complaint?

Informal Stage

Many complaints are made on a very informal basis and at the initial stage it is not necessary to put the complaint in writing. You could talk it over with any member of staff who may be able to sort things out and deal with your complaint quickly. Remember the sooner you register your complaint the sooner it can be dealt with.

Formal Investigation

This stage will be dealt with by the Director of Doncaster Mind who will offer an appointment to discuss the issue and then investigate the complaint.

When can I expect a response?

Wherever possible a response will be sent within 10 working days (14 days for appeal). If for any reason more time is required you will be notified.

What if I'm not happy with the response?

If you are not happy with the response from the formal investigation you can appeal by taking your complaint to the Executive Committee of Doncaster Mind.

Can I get help with making my complaint?

Yes, you can get help from a member of your family, a friend, or anyone you think can help you, such as an advocate, Social Worker or Citizens Advice Bureau. This person would be welcome to come with you at any stage of the complaints process.

Where do I send written complaints?

Written complaints for all Doncaster Mind Services should be addressed to:

CEO
Doncaster Mind
27-29 Netherhall Rd,
Doncaster
DN1 2PG

Request for appeal should be addressed to:

The Chairperson
Doncaster Mind
27-29 Netherhall Rd,
Doncaster
DN1 2PG



A full copy of the Doncaster Mind
Complaints Policy can be obtained on
request from:

Doncaster Mind
27-29 Netherhall Rd,
Doncaster
DN1 2PG

(01302) 812190

office@doncastermind.org.uk



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Doncaster Mind: Reviewed Jan 2014

Reg. Charity Number 1141145

27- 29 Netherhall Rd
Doncaster
DN1 2PG
(01302)812190