

Name of the service or services to which your concern, complaint or suggestion applies:

Please describe your concern, complaint or suggestion:

How do you think the problem can be resolved or how do you think your suggestion can be applied?

Suggestions and complaints

West Sussex Mind aims to provide high quality services. If there is a problem, we want to put it right.

We welcome your comments or suggestions and will always encourage people to tell us about a concern or complaint.

We see feedback as a positive contribution that helps us to improve our services.

This leaflet explains how you can do this.

Signed:

Date:

Please use additional pages if required.



The Gateway
8-10 Durrington Lane, Worthing
BN13 2QG
Charity no: 1155918
www.westsussexmind.org



Ideas and suggestions

If you have an idea or suggestion you would like to tell us about, please write it in the space provided over the page.

Concerns or complaints

If you have a problem or concern about any of the services we provide, we want to hear from you as soon as possible.

You can ask another person to help you make a complaint or tell us your concern. This could be a friend, relative, support worker, independent advocate or someone else chosen by you.

To tell us about your complaint or concern, you can start at Step A or Step B.

Step A: Informal discussion

Please talk to a member of staff and let them know what you are concerned about or wish to complain about. Staff will listen and try to sort the problem out.

If you would prefer not to talk to a member of staff or if you have already done this and the problem has not been resolved, please use the next steps

Step B: Formal complaint

You can use the space overleaf to tell us about your complaint or you could write a letter. Send your complaint to the service concerned, addressed to the Manager. Our three area addresses are:

West Sussex Mind Worthing Hub
The Gateway
8-10 Durrington Lane
Worthing
West Sussex BN13 2QG

West Sussex Mind Littlehampton Hub
23 Maltravers Drive
Littlehampton
West Sussex BN17 5EY.

West Sussex Mind
Adur Hub
45 Southwick Street
Southwick
Brighton BN42 4TH

Stage 1:

An investigator will be allocated. You will receive an acknowledgement of your complaint within three working days. This reply will let you know what is going to happen. We will send a written response within 15 working days.

Stage 2 – Appeal

If you're not satisfied with the response, you can ask for the matter to be further reviewed by the next most senior person. Please outline the basis for your appeal. You will receive an acknowledgement within three working days and a further written response within 15 working days.

Stage 3 – Final Appeal

If you remain unhappy, you can ask for the matter to be reviewed by the next most senior person, usually a Senior Manager, CEO or Trustee. You will need to outline the basis for this appeal. You will receive an acknowledgement within three working days and a further written response within 15 working days.

If following this you remain dissatisfied, you may wish to contact the Charity Commission or Fundraising Regulator, subject to the nature of the complaint.