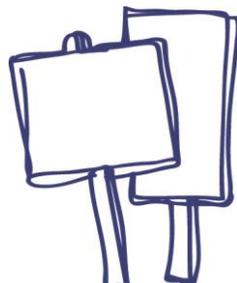




How to Make a Complaint

Newport Mind treats complaints about the service or facilities we provide seriously. We welcome both positive and negative comments to help us to improve our service to you. This leaflet is mainly about complaints, but we also welcome compliments about what you have found helpful.

Newport Mind
100-101 Commercial Street Newport NP20 1LU
Tel: 01633 258 741
enquiries@newportmind.org



How to Complain

You can use the telephone, e-mail, write a letter or talk in person to complain or to give a compliment. Very serious complaints should be made in writing and you can receive support in this from friends, staff, or CAB. If you are unable to write then make an appointment at reception to see the appropriate person, (see below).

Who to complain to

Complaints may be about the environment the service is delivered in:

You can complain to a member of staff, and if not satisfied then:

- Complain to the Director of Newport Mind.
- Complain to the Chairperson of Newport Mind, marking any letter "Personal and Confidential".
- If you are a resident at one of our houses you can complain to Charter Housing association directly (your key worker will support you if necessary).

Complaints about the organization generally:

You can complain to the Chair, Newport Mind.

Complaints about staff and other service users



About staff:

You should initially complain to the person's supervisor, this information is available from the staff member or from the reception at Newport Mind. If not satisfied then follow the procedure on page 2.

About the conduct of another service user:

You can complain to any support worker connected with that service or follow the procedure on who to complain to on page 2

About the conduct of a Newport Mind Committee member whilst acting in that role:

Complaints should be made to the Chair, Newport Mind. If you are dissatisfied with the outcome of your complaint you can ask the Director for how to contact bodies funding a project if this is relevant.

Confidentiality

Generally only persons involved with the complaint will be party to information regarding the complaint. If others have to be interviewed in this regard then this will be talked through with you before this occurs. Written records of formal complaints will be used to identify areas of improvement in our service. Your name and any other identifying details will be kept out as it is only to help us improve our service.



How a complaint is dealt with

When a formal complaint is received:

We will try to respond to the complaint within 5 working days of receiving it. We will let you know what will happen next and may need to see you for further information.

You will have a 'key person' who will be responsible for keeping you informed of progress and will head any enquiries relating to the complaint.

We will try to complete any investigations within 15 working days. The final decision will be given to you in writing and you can follow the procedure from page 2 if you are not satisfied with the outcome of your complaint.

If you wish to withdraw your complaint please inform the key person involved in your case.

Newport Mind is committed to providing a quality, customer based service which has strong consistent values, has high standards of service delivery, is run in a robust way in line with the needs of the community and adheres to Mind's Quality Management in Mind Standards.

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