



## **INTRODUCTION**

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Suffolk Mind is committed to providing the best possible service for users of our services. We hope that clients, service users, carers and the representatives of the agencies we work with will not have any cause for complaint concerning the nature or quality of our services. However, if you have a complaint, we will respond in a positive way and try to resolve it as quickly as possible.

It is your right to make a complaint about anything which you find unsatisfactory, unjust, offensive or discriminatory.

Suffolk Mind welcomes feedback and complaints about all aspects of its operations. All complaints will be investigated in detail, by a structured, clear and concise process, and steps taken, where appropriate, to remedy problems.

Suffolk Mind believes that the effective monitoring of complaints is an important resource in the process of identifying areas of its service where review and revision may be necessary.

## **GENERAL INFORMATION**

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Suffolk Mind respects the right of an individual to:

- make a complaint
- complain in confidence
- be heard
- have the complaint investigated
- have the complaint dealt with speedily and effectively
- receive an appropriate answer and response

## **DEFINING A COMPLAINT**

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To complain is to express dissatisfaction, censure or to make a plea against mistreatment or injustice. The issue may be dealt with informally to begin with but if it is not resolved, complainants should be encouraged to use the formal procedures laid down here.

Given that complaints may range from minor problems to very serious issues, we have designed a flexible procedure to resolve problems as quickly as possible, but which also ensures complaints are taken seriously. The procedure is in place to protect the rights of users of our services and to ensure that no one suffers any situation where those rights are

abused. The procedure is also designed to ensure that our work with external agencies and members of the public is conducted to professional and acceptable standards. Before using this procedure we would encourage you to attempt to resolve any problems through discussion or correspondence with a member of staff. If you do not feel this is appropriate or if you are dissatisfied with the outcome you can follow the complaint procedure detailed below.

All users of our services have the right to take their complaint to a relevant external agency, usually the funding agency responsible for their placement, as well as pursuing their complaint through Suffolk Mind's internal Complaints Procedure. A member of staff will, on request, provide details of the appropriate external agency to contact.

## **WHO CAN COMPLAIN**

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- People who use Suffolk Mind services
- General Public (including friends, family, carers and advocates of people who use Suffolk Mind services)
- External agencies and contractors

## **CONFIDENTIALITY AND ANONYMITY**

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The family and friends of users of our services have a right to complain. Whilst complaints will be dealt with as empathetically as possible, Suffolk Mind is obliged to give due regard to the confidentiality of the complainant.

Suffolk Mind is unable to investigate anonymous complaints. Complainants should be advised that it is not possible to investigate allegations against staff or volunteers unless the complainant is prepared to make those allegations at a formal enquiry.

All matters will be dealt with in accordance with Suffolk Mind's policy on confidentiality, which is available on request.

## **ADDITIONAL REQUIREMENTS AND ADVOCACY**

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If you have additional requirements, please notify us via the complaints form or at the point of initial contact; we will consider your requirements and make appropriate arrangements to meet your needs.

The complainant has the right to elect to talk to an independent advocate. This person should provide the complainant with support and, if necessary, assist in presentation of the case.

## **PROCEDURE AND STAGES**

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- Complaints must be made as close to the time of the 'incident' as possible, and not normally later than six months after the 'incident'.
- Complaints can be made via email, telephone, website, verbally or in writing

### **● STAGE ONE**

If you have cause for complaint, contact a member of staff or the manager of the service or department, who will offer to arrange a meeting or telephone call to discuss the problem. If this is not appropriate or you feel unable to discuss your complaint with the staff of the

service, you should proceed to Stage 2 and bring the matter to the attention of the Service Manager whose contact details are provided at the end of this document.

### ***Response***

An appropriate staff member will offer to meet or call you as soon as possible, and usually within five normal working days to discuss the complaint. The outcome of the discussion will be sent to you in writing or if you agree by email within ten working days. You will be notified of any exceptions to these time scales in writing or by email.

At this stage you should decide whether you are satisfied with the result of the discussion and the action to be taken. If you are not satisfied, you should proceed to Stage 2.

## ● **STAGE TWO**

You should contact the service or department manager (contact details are provided below). A letter outlining your complaint may be requested. If this is not appropriate or you feel unable to discuss your complaint with the Service Manager, proceed to Stage 3.

### ***Response***

The service or department manager will offer to meet or call you within ten working days to discuss the complaint. The outcome of the discussion will be sent to you in writing within ten working days. You will be notified of any exceptions to this in writing.

You should now decide whether you are satisfied with the result of the discussion and the action to be taken. If you are not satisfied, you can appeal for further consideration of the complaint at a final stage.

## ● **STAGE THREE**

You should contact the Chief Executive Officer (CEO) of Suffolk Mind (contact details below). A letter outlining your complaint may be requested.

If this is not appropriate or you feel unable to discuss your complaint with the CEO you should make your complaint in writing to the Chair of the Board of Trustees at Suffolk Mind, 26 High Road West, Felixstowe IP11 9JB.

### ***Response***

A letter will be sent to you explaining the process within 15 working of receipt of your complaint.

## **RECORDS**

Suffolk Mind staff will maintain written records of all complaints received. In addition a written record of all meetings relating to dealing with complaints will be produced and kept on file by the staff member dealing with the complaint.

## SUFFOLK MIND CONTACT DETAILS

|                  | SERVICE                                                                                                | CONTACT                                                                                                                                                         |
|------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HOUSING SERVICES | <b>MONTROSE HOUSE</b><br>10 Renfrew Road<br>Ipswich<br>Suffolk IP4 3EZ                                 | <i>Residents at Montrose House have the right to complain directly to the CQC (address see end of document)</i>                                                 |
|                  | <b>THE GREEN ROAD</b><br>13A The Green Road<br>Sawston, Cambridgeshire<br>CB22 3LN                     |                                                                                                                                                                 |
|                  | <b>LARKHILL WAY</b><br>27 Larkhill Way<br>Felixstowe<br>Suffolk IP11 2FP                               | <b>Helen McNorton</b><br><b>Head of Operations</b><br><b>Suffolk Mind</b><br><b>26 High Road West</b><br><b>Felixstowe</b><br><b>Suffolk</b><br><b>IP11 9JB</b> |
|                  | <b>PEMBROKE AVENUE</b><br>43 Pembroke Avenue<br>Woodbridge<br>Suffolk IP12 4JB                         |                                                                                                                                                                 |
|                  | <b>EASTWOOD TERRACE</b><br>23 Queens Avenue<br>Woodbridge<br>Suffolk IP12 4JA                          |                                                                                                                                                                 |
|                  | <b>KELSALE</b><br>9 Spinney Close<br>Carlton Road<br>Kelsale<br>Saxmundham<br>Suffolk IP17 2PY         |                                                                                                                                                                 |
|                  | <b>MANWICK ROAD</b><br>5 Manwick Rd<br>Felixstowe<br>Suffolk IP112DQ                                   |                                                                                                                                                                 |
|                  | <b>THE OLD BELL YARD</b><br>1-9 The Old Bell Yard<br>Station Approach<br>Saxmundham<br>Suffolk IP171BT |                                                                                                                                                                 |
|                  | <b>COASTAL FLOATING SUPPORT SERVICE</b>                                                                |                                                                                                                                                                 |
|                  | Waves<br>Suffolk Night Owls                                                                            |                                                                                                                                                                 |

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| <b>COMMUNITY SERVICES (NON-HOUSING)</b> | Courses<br>Green Care<br>Healthy Mind Counselling<br>SAGES<br>Suffolk Work Well<br>Eating Recovery<br>Children and Young People | <b>Kobe Borich</b><br><b>Head of Community Services</b><br><b>Suffolk Mind</b><br><b>26 High Road West</b><br><b>Felixstowe</b><br><b>Suffolk</b><br><b>IP11 9JB</b>   |
| <b>ENGAGEMENT</b>                       | The Mental Health Toolkit<br>Fundraising<br>Marketing<br>Suffolk Mind Friends                                                   | <b>Wendy Sheppard</b><br><b>Head of Income Generation</b><br><b>Suffolk Mind</b><br><b>26 High Road West</b><br><b>Felixstowe</b><br><b>Suffolk</b><br><b>IP11 9JB</b> |

| Suffolk Mind Leadership Team                                                                                                                                                                                                                                                                                                                           |                                                                                                           |
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| <p><b>Jon Neal</b><br/>Chief Executive Officer (CEO)</p> <p><b>Helen McNorton</b><br/>Head of Operations</p> <p><b>Rachel Baker</b><br/>Head of Support Services</p> <p><b>Ezra Hewing</b><br/>Head of Mental Health Education</p> <p><b>Kobe Borich</b><br/>Head of Community Services</p> <p><b>Wendy Sheppard</b><br/>Head of Income Generation</p> | <b>Suffolk Mind</b><br><b>26 High Road West</b><br><b>Felixstowe</b><br><b>Suffolk</b><br><b>IP11 9JB</b> |

| EXTERNAL CONTACT DETAILS                                   |                                                                                                  |                                                                                                                                                                                                                            |
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| <b>Care Quality Commission</b>                             | CQC National Customer Service Centre<br>Citygate<br>Gallowgate<br>Newcastle Upon Tyne<br>NE1 4PA | Tel: 03000 616161                                                                                                                                                                                                          |
| <b>Suffolk User Forum</b>                                  | The New Hollies<br>Unit 3A, Grange Business Centre<br>Kesgrave<br>Ipswich<br>IP5 2BY             | Tel: 01473 907087                                                                                                                                                                                                          |
| <b>Healthwatch Suffolk</b>                                 | 14 Hill View Business Park,<br>Old Ipswich Road,<br>Claydon,<br>Ipswich,<br>Suffolk , IP6 0AJ    | Tel: 01449 703949                                                                                                                                                                                                          |
| <b>Healthwatch Cambridgeshire</b>                          | Maple Centre<br>6 Oak Drive<br>Huntingdon<br>PE29 7HN                                            | Tel: 01480 420628                                                                                                                                                                                                          |
| <b>Suffolk County Council</b>                              | Suffolk County Council<br>Endeavour House<br>8 Russell Road<br>Ipswich<br>IP1 2BX                | Tel: 0345 6066 067                                                                                                                                                                                                         |
| <b>Cambridgeshire County Council</b>                       | Cambridgeshire County Council<br>Shire Hall<br>Castle Street<br>Cambridge<br>CB3 0AP             | Tel: 0345 045 5200                                                                                                                                                                                                         |
| <b>NSFT<br/>Norfolk &amp; Suffolk<br/>Foundation Trust</b> | Trust Headquarters<br>Hellesdon Hospital<br>Drayton High Road<br>Norwich<br>NR6 5BE              | <b>Main switchboard:</b><br>Tel: 01603 421421<br>Fax: 01603 421440<br><br><b>Suffolk switchboard:</b><br>Tel: 0300 123 1334<br><br><b>Email enquiries:</b><br>PALS: <a href="mailto:pals@nsft.nhs.uk">pals@nsft.nhs.uk</a> |