Compliments and Complaints Policy
For clients, customers and volunteers

Overview

The Centre for Better Health is committed to providing a quality, relevant and sustainable mental health service, which can demonstrate positive outcomes for service users. We would love to hear from you if you are pleased with the experience you have had. If we fall short, however, we would welcome your feedback and the opportunity to rectify the situation.

| Compliment | Any expression of positive feedback - Compliments are valuable, welcome and important. They enable us to identify when the services provided are satisfactory, influence our service development and quality assurance and provide positive feedback to our staff. |
| Complaint | Any expression of dissatisfaction (including negative feedback) - Complaints are taken seriously and will be responded to in a timely, fair and consistent manner. They enable us to identify when the services provided are unsatisfactory and influence our service delivery and quality assurance. |

Procedure

Offering a compliment

You can offer a compliment verbally or in writing to any member of staff. Any compliments will be recorded by the member of staff receiving the compliment and be passed to the appropriate service manager for recording on the Compliments and Complaints Register. Feedback on compliments will be shared with employees at appropriate timings.

Making a complaint

You may wish to make a complaint if we have failed to provide a service or an acceptable standard of service, delayed in providing a service, made a mistake in the way we have provided a service, failed to act in a proper way or provided an unfair service.

**Informal procedure:** You can make a complaint (including negative feedback) verbally or in writing to any member of staff. If a verbal complaint cannot be dealt with immediately, you will be asked to put your complaint in writing (by completing and returning our complaints form to a member of staff or by way of an email to services@centreforbetterhealth.org.uk). This will then be passed to the appropriate service manager for dealing with. We will try to respond to and resolve your complaint informally within five working days.

**Formal procedure:** If you are dissatisfied with the outcome of the informal complaints procedure, or if your complaint is regarding a more serious matter that you feel cannot be resolved informally, you can follow our formal procedure.

A formal complaint must be made in writing (using our complaints form or by way of a letter), marked ‘CONFIDENTIAL’ and addressed to Assistant Director, Centre for Better Health, 1a Darnley Road, London E9 6QH. Alternatively, this can be marked for the attention of the Assistant Director and sent by email to services@centreforbetterhealth.org.uk.

The matter will be investigated by the Assistant Director in conjunction with the relevant service manager. If necessary, the matter will be escalated to the Director.
Anonymous compliments and complaints

Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

Data Protection

In line with our Privacy Notice and internal Data Protection Policy, we keep your data for up to three years – or six years for our Better Health Bikes customers – following the end of the last service we have provided. Beyond this point, action may be limited if further information is required to ensure a full and fair investigation. We ask that wherever possible, any complaints are made as soon as the cause to complain has arisen, or within six months of the event / the complainant becoming aware of cause to complain.

How we will respond

Written complaints will be acknowledged, and where possible resolved, within five working days. We aim for a resolution of formal complaints to be reached within 20 working days.

When dealing with complaints, the relevant member of staff will ensure that:

✓ The complaint is fully understood. This may require talking to the complainant.
✓ There is an understanding of the situation in which the problem arose. This may involve speaking to staff and volunteers, or reviewing any written information.
✓ Complaints are recorded on our Compliments and Complaints Register to help improve our service delivery and quality assurance and are reported periodically to the Director.

As a result of an investigation into a formal complaint, actions may include:

• Specific improvements to the service
• Bringing together parties to mediate the dispute
• Recommendations on staff training

Any actions identified as a result of a complaint will be implemented within a reasonable timeframe.
## Complaint Form

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

### Complaint

*Please be specific and include the day, time and people involved*

<table>
<thead>
<tr>
<th>History</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>I have complained about this before</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td><em>If yes, who did you complain to and what happened then?</em></td>
<td></td>
</tr>
</tbody>
</table>

### Resolution

*What would you like to be the outcome of this situation?*

<table>
<thead>
<tr>
<th>Date</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature</td>
<td></td>
</tr>
</tbody>
</table>