

## How To Complain

Sandwell Mind takes the views of its service users, stakeholders and funders very seriously. Although we strive for excellent services, there can be occasions when an individual wishes to complain.

We encourage feedback from people who use Sandwell Mind's services (in any capacity) as it allows us to examine what we are doing and improve

Sandwell Mind wants to provide good quality care and support to people with mental health problems. We encourage you to let us know if you are not happy about any aspect of any of the services we offer. If you have a concern about something please let a staff member know as soon as you can, and see if they can resolve the issue. Often this can quickly sort the matter out, but if it doesn't, please feel free to make a formal complaint.

You should put your complaint in writing, or ask someone to do it for you. Let us know what you are upset about and what you would like to see done differently. There are various people you might want to ask to help you make your complaint – for example a friend or relative, your Social Worker, your CPN, Sandwell Advocacy or Voice Advocacy. Give your complaint to the manager of the service, or to any staff member, or post it to Sandwell Mind's head office (address given below).

We will arrange for someone to look at your complaint. We may need to talk to various people to get a picture of what has been going on, but we will try to finish this process within 28 days at the most. We will let you know the outcome in writing. If we decide that your complaint is upheld or partly upheld then we will tell you what we plan to do to put things right.

If you are unhappy with the outcome of the complaint you can contact Sandwell Mind's Services Manager, or to the Chief Executive of Sandwell Mind. If you remain dissatisfied you can then go to the Chair of Sandwell Mind's management committee. All these people can be contacted at Sandwell Mind's head office.

If you have a complaint we encourage you to come to us in the first instance, but there are other people outside of Sandwell Mind that you can contact if you feel you need to. For Supported Housing or SORT services you can contact the Supporting People Team. If you live in a care home you can go to CQC at any time, and if your care home placement is funded by Sandwell MBC then you can also contact their customer relations team. Addresses are given below.

Sandwell Mind	CQC	Sandwell MBC	Supporting People
3 <sup>rd</sup> Floor Bradfield House Popes Lane Oldbury West Midlands B69 4PA	77 Paradise Circus Queensway Birmingham West Midlands B1 2DT	Customer Relations Council House Freeth Street Oldbury West Midlands B69 3DE	1 <sup>st</sup> floor Kingston House 438 High Street West Bromwich B70 9LD
0121 543 3930	03000 616161	0845 359 7510	0121 569 5267

