

## **Woking Mind Complaints Policy**

### **Introduction**

1. Woking Mind aims to provide services to its clients which are of good quality and which meet their needs. We can only achieve this if everyone participating in our affairs has the opportunity, and feels free to comment favourably and unfavourably on what we do.
2. Woking Mind will hold regular group meetings, at least monthly, with clients which are the primary opportunity for everyone to express their opinions. It is much better if issues are raised first for all in this forum as it encourages a feeling of openness and enable everyone to contribute their thoughts on the issue. All at Woking Mind would prefer that complaints were first of all seen as 'suggestions for improvement'.
3. However, this desirable situation may not always be achievable. If, after raising an issue at such a meeting, someone is not satisfied with the outcome, or if the issue is one which is too sensitive to raise at a group meeting, then we have a Complaints Procedure to which they may turn.
4. The purpose of both the policy and procedure is to protect the interest of individual clients; enable clients to challenge Woking Mind's way of working, and to ultimately improve the quality of the service provided by responding to views of individuals involved.

### **Policy**

1. We shall deal positively with any complaint that is made, and shall ensure that it is fully investigated.
2. Once a complaint is within the Formal Procedure, we shall ensure that certain principles will be followed during all stages of the complaint:
  - a. Confidentiality is preserved for all parties involved: Whatever the complainant or the individual being complained about says will only be passed on to those involved in resolving the matter.
  - b. Independent Investigation: When an investigation is required, it will be conducted in a fair manner, and by someone not directly involved in the issue being raised.
  - c. Support and Advocacy: Someone making a complaint can be helped by a friend of their choice, provided that the friend is neither a lawyer nor barrister.
3. Complaints can be a powerful tool for improving our standards. We shall therefore keep records of the number and nature of complaints entering the Complaints Procedure and the outcomes. The Complaints Procedure will be on the agenda of the 2<sup>nd</sup> and 4<sup>th</sup> quarterly Management Committee meeting to ensure that it is being properly operated.

This policy is due for renewal in October 2012

Approved 31.10.10