

Calderdale Wellbeing (Healthy Minds)

Complaints Procedure

We aim to offer the best possible service to the people who use it, but we recognise that, at times, we may fail to achieve this.

Informal stage

If an individual or an organisation wishes to make a complaint, they should in the first instance raise this with the person providing the service or the Chief Officer. This should be done as soon as possible. It is hoped that most complaints can be resolved by informal discussion in this way.

Formal stage

If it is not possible to resolve the complaint in this informal way, then the complainant should email or write to the Complaints Secretary at the contact address below with details of their complaint and why they do not feel it has been satisfactorily resolved. Complainants should include details of an email address where possible.

The following procedure will then operate.

1. The complaint will be acknowledged in writing (normally within 7 days of receipt)
2. An appointed Trustee will investigate the circumstances which have led to the complaint.
3. The results of this investigation will be communicated to the complainant in writing within 21 days (a holding letter / email will be sent if this is not possible, giving a revised timescale). If the complaint is upheld, a letter will be sent which will include an apology, along with an explanation of what action will be taken and how the situation will be remedied.

Appeals process:

If the complainant is dissatisfied with the results of the investigation and wishes to appeal they should write to the Chair of Calderdale Wellbeing, who will investigate the matter. The following procedure will then operate.

1. The complaint will be acknowledged in writing (normally within 7 days of receipt).
2. The Chair will investigate the circumstances which have led to the complaint and take appropriate action.
3. The results of this investigation will be communicated to the complainant in writing within 21 days (a holding letter will be sent if this is not possible, giving a revised timescale). If the complaint is upheld, a letter will be sent which will include an apology, along with an explanation of what action will be taken and how the situation will be remedied.
4. In the absence of the Chair, the appeals process would be carried out by a nominated Committee member.

Monitoring complaints

CW will keep a record of all verbal and written complaints. The Committee will be kept informed of the number, nature and resolution of complaints on at least an annual basis. We will take note of the issues raised by complaints and amend our policy and practice where this is appropriate.

Written complaints should be sent to:

Complaints Secretary
Calderdale Wellbeing (Healthy Minds)
1 King Street
Halifax
HX1 1SR

Alternatively complaints can be emailed to feedback@healthymindscalderdale.co.uk

Written appeals should be sent to:

The Chair, Calderdale Wellbeing at the postal address above.

Policy agreed 2/3/ 2010

Policy reviewed May 2011

Policy reviewed May 2014

Policy Reviewed August 2015

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Updated March 2018