



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 Operational Manager for that service / department. It is hoped that most complaints can be resolved by informal discussion in this way.

Complaints must be received within six months of the incident that caused the complaint.

Formal stage

If it is not possible to resolve the complaint in this informal way, then the complainant should email or write to the Chief Officer (unless the complaint relates to the Chief Officer, in which case complaints to be addressed to the Chair of Trustees as detailed below in 'Appeals'). Please use the contact address below and include details of the complaint and why it has not been satisfactorily resolved.

Complainants should include a contact 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. The Chief Officer (or 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 Trustees.

The following procedure will then operate.

1. The complaint will be acknowledged in writing (normally within 7 days of receipt).
2. The Chair will appoint a Trustee who will investigate the circumstances which have led to the complaint and take appropriate action.
3. The Chair will review the outcome of the appeals process before it is communicated to the complainant.
4. 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.

5. This decision is final and will conclude the process.

Monitoring complaints

We will keep a record of all verbal and written complaints. The Board of Trustees 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:

Chief Officer
Healthy Minds (Calderdale Wellbeing)
1 King Street
Halifax
HX1 1SR

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

Written **appeals** should be sent to:

Chair of Trustees, Calderdale Wellbeing at the postal address above or by email to the above address, for the attention of the Chair of Trustees.