

External Bodies

If your complaint is regarding MindCare's Respite at Home service and you have exhausted Bromley & Lewisham Mind's complaints process, you have the right to express your concerns to the Care Quality Commission:

CQC National Customer Service Centre,
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
Tel: 03000 616161
www.cqc.org.uk/public

Some of our service users have the right to express concerns about our services part-funded by local Councils to the relevant local authority:

Bromley Residents
Education, Care & Health Services,
London Borough of Bromley, Civic Centre, Stockwell Close, Bromley, BR1 3UH
Tel: 020 8464 3333
www.bromley.gov.uk

Bexley Residents
Adult Social Care, Bexley Civic Offices, Broadway, Bexleyheath, Kent, DA6 7LB
Tel: 020 8303 7777
www.bexley.gov.uk

Lewisham Residents
Adult Social Care, Lewisham Town Hall, Catford Road, London, SE6 4RU
Tel: 020 8314 6000
www.lewisham.gov.uk



Comments, Complaints & Compliments

A guide on how to provide feedback on Bromley & Lewisham Mind and MindCare Dementia Support services.

Bromley & Lewisham Mind and MindCare Dementia Support welcome all feedback whether it is a complaint, expression of concern or a compliment. All feedback is useful in helping us continually improve and shape the service we provide.

General Comments and Compliments

These are shared between the service concerned, senior management and Trustees.

General comments and compliments can be sent directly to our Head of Services (address opposite in yellow box)

Complaints

We have a complaints procedure to help us respond effectively to more serious concerns and complaints. It is easy to use, fair and helps us deal with complaints quickly. A member of staff will be able to give you a copy of this policy.

Who can Make a Complaint?

Anyone who is dissatisfied with Bromley & Lewisham Mind or MindCare Dementia Support, services, staff or volunteers can make a complaint, including

external individuals and organisations.

For example, you can make a complaint if you feel someone from Bromley & Lewisham Mind has treated you unfairly or failed to deliver agreed services.

Informal Complaints

Any complaint should be informally expressed initially with the person responsible or a more senior member of staff. They will listen to your concerns and address them within 2 weeks. If you are not satisfied with the response, you may make a formal complaint.

Formal Complaints

1. How to Make a Formal Complaint

Please contact the relevant Service Manager in writing or by telephone being specific and giving examples.

Please explain the reasons for your complaint in as much detail as possible. Also describe any actions you have already taken to try to resolve the matter.

The Service Manager will investigate the complaint fully. This is likely to involve meeting with you and other people involved. The Manager will reply

to you in writing within 3 weeks, explaining the outcome of the investigation.

Complainants are welcome to be accompanied by a friend or advocate at all stages of the formal complaint process.

If you are unhappy about the outcome then you can submit an appeal.

All formal complaints are reported to the Board of Trustees.

2. How to Appeal

If the problem is not resolved then an appeal can be made. The complainant can explain the original complaint, the outcomes of the previous stages and why you were unhappy with these outcomes in writing. The appeal should be sent to the Head of Services, marked 'Private and Confidential'.

The Appeal must be made within 3 months of the conclusion of stage 1 of making a formal complaint.

The Head of Services will then investigate in a similar fashion to that conducted in the formal investigation and report back to the complainant within 4 weeks, where possible.

If the Head of Services has been involved in the original investigation then the Chief Executive will take on this role at the appeal stage.

3. How to Make a Final Appeal

If you are still not satisfied with the appeal process conducted by the Head of Services, you can write to the Chief Executive at the our Head Office. If you are writing by post please mark the letter 'Private and Confidential'.

The Chief Executive will review all previous stages of the complaints handling process (not investigate the complaint) and reply within 4 weeks, in writing.

If the Chief Executive has been involved in an earlier stage of the complaint, then the Chair of Trustees will take on this role.

In all other cases, the decision of the Chief Executive or Chair of Trustees is final.

Please send comments, compliments, formal complaints and appeals to:

Head of Services
Bromley & Lewisham Mind
5 Station Road
Orpington
Kent
BR6 0RZ

Tel: 01689 811222
email@blmind.org.uk

Please mark any postal letters 'Private and Confidential' on the envelope.