

External Bodies

If you are dissatisfied with the outcome of your complaint you may be able to contact some external bodies.

If your complaint is regarding MindCare's Respite at Home service, you may contact the Care Quality Commission (CQC).

Where services are funded by a Local Authority or NHS Clinical Commissioning Group (CCG), you can contact the Complaints Officer in the relevant department.



Updated and printed 2019

Comments, Complaints & Compliments

How to provide feedback on Bromley, Lewisham & Greenwich Mind and MindCare Dementia Support services.

Bromley, Lewisham & Greenwich Mind
Registered charity no. 1082972
Registered company no. 4071152
Registered Office: 5 Station Road, Orpington, Kent, BR6 0RZ

Bromley,
Lewisham &
Greenwich



MindCare
Dementia Support

Bromley, Lewisham & Greenwich 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 services 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.

Complaints

We hope that most complaints can be sorted out quickly and easily, at the time they arise and with the person concerned.

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 & Greenwich Mind or MindCare Dementia Support, services, staff or volunteers can make a complaint.

You can make a complaint on behalf of someone else where you have delegated authority to do so, where the complainant is a child or is physically or mentally unable to do so themselves, where the complainant has died or where you have written consent.

Complaints should be made as soon as possible. Where this is not possible you can make a complaint up to 12 months from the date of discovering you had a problem.

Informal Complaints

Where possible, complaints 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 Complaints 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.

We will be in touch to discuss an action plan for handling the complaint, your expectations and timescale for responding.

A 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, 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.

All formal complaints are reported to the Board of Trustees.

2. How to Appeal

If you are dissatisfied with the handling of the formal complaint, then you can send an appeal in writing explaining why you are unhappy with the process and/or outcomes. Appeals should be sent to Head of Services.

The Appeal must be made within 3 months of receiving the response to your formal complaint.

An appeal investigator will be appointed to review the complaints handling process and will usually report back to you within 4 weeks.

Contacts

Please send general comments compliments and appeals to the [Head of Services](#) and formal complaints to the [Complaints Manager](#), both at:

Bromley, Lewisham &
Greenwich Mind
5 Station Road
Orpington
Kent
BR6 0RZ

Tel: 01689 811222
complaints@blgmind.org.uk

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