







Complaints

How to make a complaint

With your mental health at heart



-  0131 225 8508
-  contactus@health-in-mind.org.uk
-  health-in-mind.org.uk
-  40 Shandwick Place, Edinburgh
EH2 4RT

If you have a complaint about a Health in Mind service we want to hear from you.

If you are unsatisfied with one of our services, maybe an action we have taken or an action we've failed to take, we want to hear from you.

Complaints help us to learn and give us the opportunity to improve the quality of our services.

They can be from people who are directly using our services, their families, friends and carers, our volunteers and partner agencies.

How to make a complaint?

You can make a complaint in person, by phone, by letter or email.

If you need support to make a complaint

Let us know what support you need. We want to ensure you are heard and can provide support from another member of staff, arrange translation, make a referral to advocacy services, or IT aids as necessary to enable you to make a complaint.

What you can expect

We will ask for some details about your complaint - try to be as detailed as possible, this will help us to respond to your complaint more accurately.

We will also ask you what you would like to happen next.

We will ask you for some personal information but if you would like to remain anonymous, we will respect this.

We will whenever possible, aim to resolve your complaint immediately. However, if we need to make further enquiries we will explain what will happen next and you will receive a response within five working days.

If we are unable to resolve your complaint within five working days we will explain why and tell you when we will be in touch - this will not take longer than another five working days.

What to do if you are unsatisfied with the response?

Your complaint will be moved onto Stage 2 by telling us that you are unsatisfied with the response.

Our Chief Executive or Depute Chief Executive will then look into your complaint and the way that it was handled and will acknowledge your complaint within 3 working days.

You will receive a decision within 20 working days unless there's a clear reason for needing more time.

This is 20 working days from the date your complaint was moved to Stage 2.

If your complaint is complex or needs more detailed investigation, we may look at your complaint immediately at Stage 2 without going through Stage 1.

What happens next?

If your complaint is unresolved after you have gone through these stages, you can contact the Scottish Public Service Ombudsman (SPSO) or the Care Inspectorate.

Contact information

The **SPSO** is an independent and free service and is responsible for ensuring that local authorities and publicly funded services handle complaints objectively and in line with best practice.

The SPSO
4 Melville Street, Edinburgh,
EH3 7NS
Freephone 0800 377 7330
www.spsso.org.uk/contact-us

The **Care Inspectorate** is the national regulator for care in Scotland. They inspect services and evaluate the quality of care they deliver. They can deal with complaints and carry out enforcement actions.

The Care Inspectorate
Compass House,
11 Riverside Drive,
Dundee DD1 4NY
T: 0345 600 9527
www.careinspectorate.com/index.php/contact-us

If you want further information please ask any member of staff for a copy of our complaints handling procedure or visit our website www.health-in-mind.org.uk.

FAQs

If I make a complaint whilst accessing support will this affect my support in the future?





Absolutely not. We want to know when things aren't right with our services so we have the opportunity to put them right. You will still have access to our services.

How long after the event can I complain?

If it's more than 12 months after the event it's very difficult for us to look into your complaint in a satisfactory way but we will try our best to give you a response.

Get in touch

For further information on Health in Mind services, volunteering, employment opportunities, feedback/complaints procedures, or for information about how you can support our work please contact us at:

-  0131 225 8508
-  contactus@health-in-mind.org.uk
-  health-in-mind.org.uk
-  40 Shandwick Place, Edinburgh, EH2 4RT

Is my information safe?

We are committed to protecting your privacy. We use information given to us about you and your complaint for its intended purposes and in line with the Data Protection Act 2018.

For more information about how we handle your privacy and protect your data please see our website: www.health-in-mind.org.uk or ask for a copy of our privacy policy.

Health in Mind is a charity registered in Scotland SC004128 and a company limited by guarantee, registered in Scotland SC124090. The registered office is at 40 Shandwick Place, Edinburgh EH2 4RT.