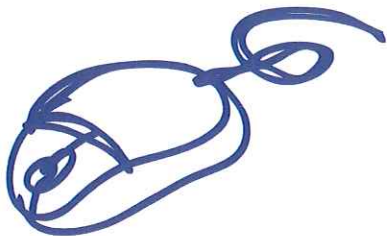


## Why make a comment, suggestion or complaint?

At Mind Monmouthshire we welcome your feedback. We believe that the people we work with and our other partners are in the best position to tell us what we are doing well and what we are doing badly. We will always listen to what you have to say and will try to make changes accordingly. We call this a commitment to continuous improvement.

You should always feel comfortable and confident about complaining. We know that complaining makes some people nervous, for example you might fear that a service will be withdrawn or that you will be criticised.

This is why we guarantee that all complainants will be treated fairly.



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd  
Aneurin Bevan  
Health Board



monmouthshire  
*sir fynwy*



INVESTORS | BUDDSODDWYR  
IN PEOPLE | MEWN POBL

Mind Monmouthshire Ltd, trading as Mind Monmouthshire is a  
Registered Charity (1150165) and a Company Limited by  
Guarantee (4715435). Registered in Wales

 mind | Monmouthshire  
for better mental health  
o blaid gwel iechyd meddwl

I want to make  
a complaint

Making a complaint,  
comment or suggestion

45b Cross Street  
Abergavenny  
Monmouthshire  
NP7 5ER

T: 01873 858275  
F: 01873 859674

[www.mindmonmouthshire.org.uk](http://www.mindmonmouthshire.org.uk)  
[info@mindmonmouthshire.org.uk](mailto:info@mindmonmouthshire.org.uk)

## How to make a complaint

A complaint can be made to any staff member. You can do this in person, in writing (by letter, email or fax), or by telephone. Or you can get someone else to do this for you.

The staff member you talk to will ask you to tell them as much as possible about the situation. We hope that we will be able to resolve the difficulty by agreeing with you how to put things right, or by explaining to you why we cannot change something. The staff member will tell the manager of the service about your complaint and what was done to resolve this.

If your complaint cannot be satisfactorily resolved in this informal way or if an informal approach is not appropriate then the complaint will be dealt with through our formal complaints procedure.



## Formal Complaints

We will ask you to put your complaint in writing if possible, and offer you help to do so. Your letter should give details of your complaint, what you would like to happen as a result of your complaint and how you think we can put things right.

We will send an acknowledgement of your complaint within 4 working days of receipt, with a response and explanation within a further 15 working days.

Your complaint will be investigated by someone from outside the service you are complaining about. They will meet with you and with anyone else that can help us understand the facts of your complaint.

You will be advised of the outcome of your complaint in writing and advised of the actions we will take to rectify matters. If you are still dissatisfied you have a right of appeal.

You can ask a member of staff for a full copy of our Complaints policy and procedure at any time.



## Right of Appeal

If you are dissatisfied with the outcome of your complaint you can write to the Chief Executive and ask for the complaint and response to be reviewed.

We will send an acknowledgement of your complaint within 4 working days of receipt, with a response within a further 15 working days.

Your complaint will be reviewed and a decision taken to uphold the original decision or an Appeal Panel may be held to consider the complaint further.

Further information in relation to Appeal Panels can be found in our full policy and procedure document.

Mind Monmouthshire are committed to continuous improvement. Your feedback on services is appreciated and valued in our drive to improve services.