

## What to do if You are Unhappy with our Service

Although we try our best to run good quality services, there will be times when we may fall short of the standards we set ourselves.

If you find that there is something we have done, or not done that upsets you and you wish to bring this to our attention, the first thing to do is to approach the staff member or volunteer concerned to talk things over, and see if the issue can be resolved.

In all complaints processes this is known as 'making an informal complaint'.

If, having talked to the staff or volunteer, you are still dissatisfied with the outcome, or if your issue is something that is too big to be dealt with by these means, then you should consider making a 'Formal Complaint'.

We are happy to accept Complaints because they:

- Bring difficulties to our attention so they can be dealt with before they get worse
- Help us correct misunderstandings about what we are here for
- Help us to learn from weaknesses and errors, and become a better organisation
- Demonstrate that we take our work seriously

## Making a Formal Complaint

To make a formal complaint you need to put the matter in writing to a staff member or Trustee, clearly stating that this is a formal complaint.

The best person to contact would normally be the relevant Service Manager listed overleaf or the Chief Executive Officer:

By Email:  
Justinbateman@northkentmind.co.uk

By Post: Justin Bateman, CEO  
North Kent Mind  
The Almshouses, 20 West Hill  
Dartford, Kent, DA1 2EP

If your complaint is actually about the Chief Executive Officer, you should write to the Chair of the Board of Trustees, at the above address.

## What Happens Next

We will contact you to acknowledge the complaint, to make sure you have the full Complaints Policy, and to let you know what we are doing about it.

We will appoint someone to investigate the complaint, and this person will try to speak to everybody connected with the issue. They will want to discuss it further with you, if possible face to face.

We aim to let you know the results of our investigation within 3 weeks, and what further action, if any, we intend to take.

## Appeals

It might be that, even after hearing the results of our investigation, you are still dissatisfied with the response.

In these cases, you have the right to appeal. You would do this by notifying us that you wish to appeal. We will then appoint someone to look at how the original investigation was carried out, to see if it was fair and thorough. Only in exceptional circumstances will we reopen an investigation into the original complaint itself.

There are further appeal stages, which are explained in the full Complaints Policy.

If we need to arrange to meet you, as part of the original investigation or the appeals process, you have an absolute right to be accompanied or supported by a friend or advocate of your own choice.

## Approaching External Bodies

Sometimes after all appeals have been exhausted, the complainant might still feel the matter is unresolved. In these circumstances, it might be appropriate to bring the issue up with the appropriate commissioner or standard setting agency. These are detailed in the full Complaints Policy.

## Our Services

We provide a range of services in the Dartford, Gravesham, Swanley and Medway areas:

### Wellbeing Services:

Open sessions, activity sessions, Coping with Life Courses, Drama Course, Book Club, Computer Course, self-development and support groups, Agoraphobia Support.

Service Manager: Kathy Noble  
Kathynoble@northkentmind.co.uk

### Psychological Therapies

Provided on behalf of the NHS: Counselling, CBT, Psycho-education: Self-referral or referral via GP.

Interim Clinical Service Manager:  
Brenda Green  
Brendagreen@northkentmind.co.uk

### Low –Cost Counselling

Individual counselling without rigid limits as to the number of sessions available, fees starting from £8.00 per session.

Service Manager: Faye Austen-Young  
Fayeausten-young@northkentmind.co.uk

### Supported Housing:

Long and short-term housing.

Service Manager: Jacques Domingue  
Jacquesdomingue@northkentmind.co.uk

### Employment Services:

Services to help people with mental health issues gain, or retain employment, or improve their prospects via volunteering or further training or work experience.

Service manager Emma Jarnell  
Emmajarnell@northkentmind.co.uk

Named Service Managers can also be contacted by post at:

North Kent Mind  
The Almshouses, 20 West Hill  
Dartford, Kent, DA1 2EP

Or by phone

01322 291380

The full Complaints Policy is also available online at:

[www.northkentmind.co.uk](http://www.northkentmind.co.uk)

All our leaflets are available in large print, Braille, or other formats, on request.

In North Kent Mind we are committed to continuously improve our services through quality review and service user feedback.

#### North Kent Mind

Registered in England Company No. 5093370. Limited by Guarantee.  
Affiliated Local Association Registered Charity No. 1103790.



# Making a Complaint