

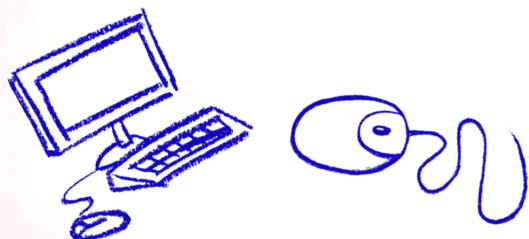


Unhappy with our services?

At North Kent Mind we aim to provide high-quality services, but sometimes things might not go as expected. If something we've done or haven't done has upset you, we encourage you to talk directly with the staff member involved. Often, a simple conversation can help clear things up.

If something's not quite right, we encourage you to chat with our This informal approach often helps clear things up quickly.

If you're still unhappy after that, or if the issue feels too big to handle this way, you're welcome to make a formal complaint.



North Kent Mind Services:

Children and Young Person's Services:

We offer early intervention and therapeutic services for young people in and out of school to raise mental health awareness, boost wellbeing, and build resilience.

Counselling and Therapy Services:

We offer two counselling options: affordable sessions at £15 (up to 2 years) and Fast Track at £45 per in-person session or £40 online. We also run a 6-week anger management course for £150.

Employment Services and Money Guidance:

Our employment services help people access work, training, or volunteering, while our money guiders assist with financial concerns.

Development Services:

A range of services aimed to support clients with individual needs, including SUN (Service User Network) for personality disorders and our Peer Partnership Project to support those who are in crisis.

Housing Services:

A service consisted of supported housing properties offering short-term tenancies, as well as rough sleeper support projects.

Training Services:

Our Mental Health Training equips professionals, parents, carers, and organisations with practical skills and knowledge to understand and support mental wellbeing across diverse settings.

North Kent Mind

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Registered Charity No. 1103790

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 mind North Kent



Making a Complaint



What to expect

Once we receive your complaint, we'll get in touch to confirm we've got it and share our full Complaints Policy with you.

We'll assign someone to look into the issue, aiming to speak with everyone involved including you, if possible.

Our goal is to get back to you within three weeks with the outcome and any next steps. If it takes longer, we'll keep you updated.

Making formal Complaints

If you'd like to make a formal complaint, please speak to a member of staff or email: admin@northkentmind.co.uk or call: 01322 291380

Be sure to mention that it's a formal complaint and include as much detail as you can.

Once we receive your details, we'll consult with our CEO to determine the best person to handle your complaint and begin the process to address your concerns.

Your feedback is important to us and helps us improve our services.

Appeals

If you're still not satisfied after we've looked into your complaint, you can ask us to review it. We'll have someone else check how we handled things to make sure it was fair.

We usually don't reopen the original investigation unless there's a really good reason. For more details on how appeals work, please see our full Complaints Policy.



Want to contact us?

For more information please visit our website:

northkentmind.co.uk

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admin@northkentmind.co.uk

or call: 01322 291380

