

How to Make a Complaint about Islington Mind

Islington Mind believes that all service users, volunteers and staff have a right to be accepted, respected and feel safe in all Islington Mind's services.

The complaints procedure is a space where any dispute, conflict or disagreement with either a member of staff, volunteer or services offered can be confidentially resolved in a timely manner and where service users can feel supported and heard.

- Making an official Complaint will not affect your relationship with staff nor services you receive
- We welcome your feedback and see it as an opportunity to learn and improve
- You have the right to be listened to fairly and without judgement
- At any stage in the Complaint, you have the right to ask for someone of your choosing to go with you to meetings.

STAGE 1: Informal Conversation

In the first instance you should try to resolve your problem informally by immediately speaking to the other person with whom you have an issue. If you do not feel able to do this then move to stage 2.

STAGE 2: Meeting with relevant Team Leader or Manager

Make a complaint directly to the relevant manager. The relevant manager is either the line manager of the worker being complained about or the service being complained about.

You can ask for a private meeting to discuss your complaint. In the meeting the line manager will establish the details of the complaint and what remedy you would like to resolve the complaint. One option might be a mediation meeting if the complaint is against another person, but it will be your choice if you would like us to explore this option. The investigator will need to talk to anyone else involved about what happened. You will be informed of the outcome at Stage 2 within 10 working days. You will be told what conclusions have been reached and what action might follow as a result of your complaint.

STAGE 3: Taking your Complaint to either the relevant manager or Head of Service

If you are not satisfied with the outcome at Stage 2, you need to put your complaint in writing or make a verbal request within 7 working days to the relevant manager or the Head of Service and Quality. They will arrange to meet with you and will carry out further investigation. They will inform you of the decision in writing within 10 working days.

Stage 4: Escalation to Head of Service or CEO

If you are not satisfied at Stage 3, you can refer your complaint within seven working days to the head of service or CEO who will meet with you to carry out further investigation. They will inform you of their decision in writing within 10 working days.

Stage 5: Referral to Our Board of Trustees

If you are not satisfied with the outcome at Stage 4, you can take your complaint to stage 5 in writing to the Chair of Islington Mind (via our Head Office). The Chair will not reopen your complaint investigation, but they will review the procedures followed to ensure there was a proper investigation and that a fair outcome was reached. Your request must be made within 14 days of the outcome at stage 4. The Chair will review the investigation and respond within 28 working days in writing.

Issues between Service Users - Code of Conduct

If your complaint is with another service user, it will be dealt with under our Code of Conduct. Please speak to a volunteer or staff member as soon as possible. We will support you in resolving issues or conflicts with other service users.

