



compliments, comments & complaints

for change mental health

www.changemh.org

It is important to Change Mental Health that services we provide are high quality

To help us continually improve our services, we welcome compliments, comments and complaints. These may come from people who access our services, their friends or family, volunteers, stakeholders, members and former members of Change Mental Health or members of the public. All of these can be received verbally, by phone, email, in writing, or on our website.

compliments

Please share your compliment to the Change Mental Health member of staff or service involved. We welcome this by direct conversation, in writing or by phone or email.

comments

If you have a suggestion to improve the service, or want to know about a service you appreciated, you can speak to any Change Mental Health staff member or put your comment in writing using this leaflet and hand it in to a member of staff.

complaints

Complaint information will be handled in a sensitive way, informing only those who need to know. All data will be handled sensitively and protected in accordance with GDPR. Your complaint can be logged with a Change Mental Health staff member and on the next page.

Complaints will be escalated through:

- Service/Locality/Area Manager
- Director of Services, Director of Operations or CEO
- CEO, or Board of Trustees if relates to CEO

A copy of our Complaints Policy is available by contacting info@changemh.org.

Tell us about your compliment, comment or complaint

Tell us your:

Is it a:

Name:

Compliment

Address and Postcode:

Comment

Complaint

Phone number:

Email:

**Please tell us about your compliment, comment or complaint below:
(if you run out of space, please write on a blank sheet of paper)**

If you are making a complaint, please tell us what things you would like us to put right for you.

What is your preferred method of contact?

Email **Letter** **Phone call** **Online meeting**

In person meeting

procedure

Stage 1: If you have a complaint, it is best resolved by the person and service to which the complaint is about. Our Head of People and Culture should receive the complaint within one week and will log the complaint if resolved. If not, an Area Manager of the Head of People and Culture will investigate.

Stage 2: If you feel the complaint has not been satisfactorily resolved before or you want to appeal the decision that was made, your complaint can be reviewed by the Director of Services, Director of Operations or CEO.

Stage 3: If you feel the complaint has not been resolved in the previous two stages, you can request that the complaint is reviewed by the CEO or the Chair of the Board of Trustees (if the complaint relates to the CEO).

All complaints should receive a definitive reply within four weeks. If not, then a progress report will be sent with an indication of when a full reply will be given. The reply will describe action taken and conclusions from the investigation as a result of the complaint.

We have a whistleblowing disclosure process if you wish to divulge anything in relation to Change Mental Health. If you do, please send information to whistleblowing@changemh.org or call 0131 662 4359.

For our registered services, complaints can be sent to:
concerns@careinspectorate.gov.scot

The Care Inspectorate link to making a complaint online can be found at:
www.careinspectorate.com/index.php/online-complaint-form

contact us

We can be found at:

**Suite 4/1
Great Michael House
14 Links Place
Edinburgh
EH6 7EZ**

t: 0131 662 4359
e: info@changemh.org



Change Mental Health
is a charity registered in Scotland
SC013649.

www.changemh.org

