

## **Guernsey Mind Comments, Complaints and Compliments Policy**

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### **Introduction**

If the answer to any of these questions is yes, then we want to hear from you:

- Have you ever, or are you currently, using any of our services?
- Do you know someone who uses, or has used, our services?
- Were you happy with the service you received and how you were treated?
- Were you upset or dissatisfied with the services you received?
- Do you have any comments or suggestions about how you think things could be done better or about the services you think we should be offering?

Our aim is to provide you with the care, treatment and services you want and need. Members of staff are very appreciative when service users or carers go out of their way to thank them for their efforts. The Committee keeps a log of all compliments received, which is shared with all those concerned. However, sometimes we don't meet the standards you – or the Committee – expect, if this happens we hope you will let us know. We welcome your comments, compliments – and even your complaints – because they help us to make our services better.

Please contact 725111 and ask for a list of interpreters available locally if required.

### **Don't be afraid to speak out – Tell us about it!**

Write to us at:

Guernsey Mind  
The Guernsey Association for Mental Health  
The Lions Mind Centre  
The Arsenal, St Peter Port  
Guernsey, GY1 1UW

Call us on:

01481 722959

email us at:

[info@guernseymind.org.gg](mailto:info@guernseymind.org.gg)

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### **Dealing with your concerns**

Concerns are often best dealt with when they arise, so we would encourage you to first explain your problem to a member of Guernsey Mind who knows you and your situation. In many cases, it should be possible to sort out the problem straight away by talking to the person you have already been dealing with.

If you are still unhappy, you should complain in writing to the Chairman of Guernsey Mind.

### **Making a complaint**

Complaints should be made as soon as possible after the event. They are treated in confidence and will not affect your ongoing or future contact with us in any way. If someone else (e.g. a relative or friend) complains on your behalf, we will need your written consent for that person to act for you.

Guernsey Mind aims to acknowledge all formal complaints in 2 weeks and an investigation will begin. The Chairman aims to provide you with a response within 2 calendar months.

On rare occasions it may not be possible to respond within this timescale. If this occurs, you will be kept informed of our progress. Guernsey Mind's response will include:

- An apology if deemed necessary
- A detailed answer to each part of your complaint;
- Details of any action which has been taken to prevent the problem happening again

If, once Guernsey Mind has had the opportunity to address all your concerns, you remain dissatisfied, you have the right to refer your complaint to Mind (UK) who is committed to resolving complaints in a fair and consistent manner (Guernsey Mind is affiliated to the national organisation of Mind).