

## Complaints procedure – quick reference

1. Written complaint is sent to Health in Mind's Complaints Officer and acknowledged within 3 working days.
2. The complaint is investigated and responded to within 28 working days: you will receive a response in writing.
3. If the complaint is resolved to your satisfaction, this fact is logged and no further details are recorded. A written response will be sent to you.
4. If you are not satisfied with the response, you may ask the Complaints Officer to review the case again. Your request will be acknowledged within 3 working days and responded to within 28 working days. If the complaint is resolved to your satisfaction, it will be logged and no further details taken.
5. If you are dissatisfied with the response, you can request that your complaint be put before a Review Panel. The panel's decision is final. If you are still unhappy with the decision, you can contact another body such as the Mental Welfare Commission or the Care Inspectorate.

In the first instance, all complaints should be directed to:

**The Complaints Officer**  
**Health in Mind, 40 Shandwick Place,**  
**Edinburgh EH2 4RT**

**0131 225 8508**

Charity Registered in Scotland – SC004128

## Other useful contacts

If you are not satisfied with the response, please use the following contacts:

Services provided by  
**City of Edinburgh Council:**  
Health & Social Care –  
Advice & Complaints  
**City of Edinburgh Council**

1/7 Waverley Court,  
4 East Market Street  
Edinburgh EH8 8BG

Services provided by  
**Midlothian Council:**  
Client Relations Officer  
Fairfield House, 8 Lothian  
Road, Dalkeith EH22 3AA  
clientrelations@  
midlothian.gov.uk  
0131 271 3645

Services provided by  
**Scottish Borders Council:**  
The Customer Care Officer  
Social Work Services,  
Council Headquarters  
Newton St Boswells  
Melrose TD6 0SA  
01835 825080  
Freephone 0800 0194490

Services provided by  
**NHS Lothian:**  
Complaints Team  
Waverley Gate  
2-4 Waterloo Place  
Edinburgh EH1 3EG  
0131 536 3370  
complaints.team@nhslothian.  
scot.nhs.uk

**The Care Inspectorate**  
11 Riverside Drive  
Dundee DD1 4NY  
01382 207100  
Enquiries:  
0845 600 9527  
enquiries@  
careinspectorate.com

**Mental Welfare Commission for Scotland**  
Thistle House  
91 Haymarket Terrace  
Edinburgh EH12 5HE  
User & carer advice line:  
0800 389 6809  
Other enquiries:  
0131 313 8777

**Advocard**  
(advocacy service)  
322 Leith Walk  
Edinburgh EH6 5BR  
0131 554 5307

## Complaints and feedback

A short guide.

[www.health-in-mind.org.uk](http://www.health-in-mind.org.uk)



**WE  
WELCOME  
YOUR  
FEEDBACK**

## Everyone has the right to live a full and satisfying life. Health in Mind can provide the tools, information and support to help you to cope with life's challenges and live the life that you want to live.

We are committed to providing high quality services to everyone who uses our service. We welcome your feedback – your views and suggestions help to shape the running and improve the quality of our services.

We welcome positive comments as well as complaints – it's good to know when we're doing a good job, as well as when there's room for improvement.

You can make positive comments in writing, face to face or by telephone to the person working with you or their manager. If you do not have their contact details, you can call us on **0131 225 8508**, email [contactus@health-in-mind.org.uk](mailto:contactus@health-in-mind.org.uk) or write to us at 40 Shandwick Place, Edinburgh EH2 4RT.

## Making a complaint

We understand that there will be times when people wish to make a complaint about a service, a person or something we have done. We hope that most issues can be resolved informally but recognise that this may not always be possible.

### Who can complain?

- Any person currently using, or wishing to use a Health in Mind service
- Any person who has been refused a service by Health in Mind
- Any person who is acting on behalf of someone who fits in to one of the above categories.

### How do I complain?

We hope that most problems can be resolved informally through discussion with the person working with you or the Service Manager.

If you are not sure who to complain to, you can call us on **0131 225 8508** and ask for the name of the relevant Service Manager. You are welcome to bring someone along to any meetings, either for support or to act on your behalf as an advocate.

You can also contact the Care Inspectorate at any time on **0845 600 9527** or Citizens Advice Bureau on **0131 558 3681** (appointments) or **0131 557 1500** (advice line).

If your complaint is not resolved by this stage, we will move on to our formal complaints procedure.

## Formal complaints procedure

We will deal as quickly as possible with any complaint. There are 3 stages to follow.

### Stage 1

Please put your complaint in writing to the Complaints Officer at Health in Mind. You can ask us for help in drafting the complaint and we can advise you on translation services. Your complaint will be acknowledged within 3 working days of being received and investigated and responded to within 28 working days.

### Stage 2

If you are not happy with our response to your written complaint, you can ask the Complaints Officer to look at it again. This needs to be done in writing with an explanation as to why you are not happy with the response. This complaint will again be acknowledged within 3 days and investigated and responded to within 28 days.

### Stage 3

If you are still dissatisfied with the response, you can request that a review panel hears your complaint. This must be done in writing. The review will take place within 28 days and they will respond to you within 7 days.

The panel includes two Health in Mind Board Directors, a person who uses Health in Mind's services (but not the service in question) and someone not connected with the organisation. You will be invited to attend and can be accompanied or, if you prefer, you can send a representative instead. A written submission can be provided in place of attendance but it is better if you or a representative can come along. The panel's decision is final.