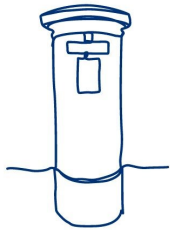


You can make a compliment, comment or complaint about any area of our work by:

- speaking to your support worker
- sending us a letter
- emailing us at:  
[leeds.mind@leedsmind.org.uk](mailto:leeds.mind@leedsmind.org.uk)
- phoning us on: 0113 3055800

If you require support in making any complaints, comments or compliments, then we can arrange this for you



**Thank you for your  
feedback**

You can download our full  
Complaints, Comments and  
Compliments policy at  
[www.leedsmind.org.uk](http://www.leedsmind.org.uk)



**Contact:**

Leeds Mind  
Clarence House  
11 Clarence Road  
Horsforth  
Leeds  
LS18 4LB

tel: 0113 305 5800

email: [leeds.mind@leedsmind.org.uk](mailto:leeds.mind@leedsmind.org.uk)



Leeds

Compliments, Comments  
and Complaints and how  
to make them



Please let us know how  
we are doing, we value  
your feedback



**WorkPlace Leeds**  
Employment • Job Retention • Training



Leeds Mind is committed to providing a high quality service for our clients.

Getting regular feedback both positive and negative is vital for us to improve our services.

### **Compliments**

Please let us know when things are going well and we will pass on your compliments to the relevant staff.

### **Comments**

Please let us know how you think we can improve what we do.

### **Complaints**

Please let us know if you have a complaint about what we do. We take all complaints seriously.

We will try to resolve complaints informally in the first instance and if this has not proved possible the following stages will be followed;

## **Stage 1. Submitting a Complaint**

- Submit a complaint in writing using the Complaints Form, (available from reception or download from the website) to the HR Manager at;

Leeds Mind  
Clarence House,  
11 Clarence Road,  
Leeds  
LS18 4LB.

## **Stage 2. Investigation**

- You will be invited to meet with a service manager to discuss your complaint.
- You can be accompanied to this meeting and call any witnesses.
- Notes will be taken at the meeting.
- You will be informed in writing of the outcome of the investigation into your complaint within 15 working days. If this is not possible you will be informed of the reason why.

## **Stage 3. Appeal**

- If you are not satisfied with the outcome of Stage 2, you can appeal against the decision. You must complete the Appeal Form (available from reception or download from the website) and send to the HR manager within 10 working days of receiving the decision.
- The Appeal will be heard by someone senior to the person who conducted the initial investigation.
- You will have the opportunity to meet and discuss why you are not satisfied with the decision at Stage 2.
- You will be informed of the outcome within 15 working days.
- This decision is final and no further internal investigation will take place.
- You do have the right to follow this up externally.

