# Logo Description automatically generatedA picture containing icon Description automatically generatedA picture containing logo Description automatically generatedA picture containing dark Description automatically generatedComplaints

This document is a summary of the Complaints Policy, for more in-depth details please refer to the policy in full

Compliments, Concerns, Complaints

## How it all works

All compliments, concerns and complaints are logged in the same way.

At each stage if the matter you are speaking to us about is not sorted it will be moved to the next stage unless we have a good reason not to which we would always discuss with you first.

There are four stages.

* **Stage One** is an informal chat
* **Stage Two** the matter will be looked into by a manager at Oxfordshire Mind
* **Stage Three** the matter will be looked into by a member of Oxfordshire Mind’s Senior Management team
* **Stage Four** the matter will be reviewed by Oxfordshire Mind’s Board of Trustees

## How to contact us

**Speak to a person**All members of staff will be able to help you

**Email us**[complaintshelpdesk@oxfordshiremind.org.uk](mailto:complaintshelpdesk@oxfordshiremind.org.uk)

**Phone us**01865 263755

**Write to us**The Complaints Helpdesk  
Oxfordshire Mind   
2 Kings Meadow  
Osney Mead  
Oxford, OX2 0DP

## Help to make a complaint

If you find it difficult to understand your options or find it hard to speak up, there are people who can do this for you who do not work for Oxfordshire Mind.

They’re called advocates and their job is to make sure you're heard.

Advocacy is a free service, meaning you don’t have to pay money to have an advocate speak up for you.

You can find an advocate by contacting social services at your local council and ask about advocacy services.

What to expect when making a complaint  
All complaints are taken very seriously and we will talk to you at every stage so that you understand what is going on.

### Fairness

The outcome may be that Oxfordshire Mind reviews or changes a decision, or it may be that the complaint is not supported or upheld.

This could be because we have investigated the complaint and no fault was found or that the service has been modified to reflect the complaint and no further action can be taken.

### Confidential

Your complaint will be treated in line with our Confidentiality and Data Protection Policy. It may be necessary for the person investigating the complaint to speak with workers involved or with other service users so that they can carry out a thorough and fair investigation.

# Tell us something

Print this form, fill it in and give it to a member of Oxfordshire Mind staff

|  |  |
| --- | --- |
| Name |  |

How can we contact you? Please share your email or telephone

|  |  |
| --- | --- |
| Contact |  |

What do you want us to know?

|  |
| --- |
|  |

**Oxfordshire Mind**

2 Kings Meadow

Oxford

OX2 0DP

T: 01865 247788

oxfordshiremind.org.uk

Registered charity number 261476