

# Comments, Complaints and Compliments Policy



Guernsey Mind recognises that compliments and complaints are an important part of client feedback and we welcome feedback if you have ever, or are currently using any of our services

Our aim is to provide you with the care and services you want and need, and we regularly asks clients and other stakeholders about our services and seek feedback, both positive and negative. We keeps a log of all feedback received, which is shared with all those concerned. However, sometimes we don't meet the standards you – or Guernsey Mind – expect; if this happens we hope you will let us know so that we can see if we can do things better.

- Please tell us if you were happy with the service you received and how you were treated
- Please tell us if you were you upset or dissatisfied with the services you received
- Please tell us if 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

## **If you make a complaint we will ensure**

- that the procedure we use to deal with this is fair to people using our services or experiencing Guernsey Mind's work, complainants and to staff.
- that the procedure is accessible to all regardless of age, disability, gender, ethnicity, belief or sexual orientation.
- that making a complaint will not harm or prejudice the service that is given to the complainant.
- that concerns and complaints are dealt with efficiently and are properly investigated.
- that complainants are treated with respect and courtesy and receive appropriate support throughout the handling of the complaint.
- that complainants receive a timely and appropriate response, identifying the outcome of any investigation, wherever possible.
- that action is taken where necessary in the light of the outcome of the complaint.
- that learning from complaints will be used to improve Guernsey Mind's work.
- that If the complainant is not happy with the result of the response to the complaint, they will have the right to appeal.

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

Write to us at: Guernsey Mind  
The Lions Mind Centre  
Arsenal Road  
St Peter Port  
Guernsey  
GY1 1UW

Call us on: 01481 722959 or email us at: [info@guernseymind.org.gg](mailto:info@guernseymind.org.gg)

Please contact 222222 and ask for a list of interpreters available locally if required