

COMMENTS, COMPLIMENTS AND COMPLAINTS FORM

Springfield Mind recognises that comments, compliments and complaints are an important part of customer feedback, to ensure that we continue to provide a high-quality service. We value all feedback, both good and bad, and welcome the opportunity to learn and improve.

It is the policy of the company that all Customer Complaints are taken seriously and are dealt with in a uniform way and that the customer receives a first acknowledgement from the recipient of the complaint within 2 working days. A proposed resolution to the complaint should be issued to the customer within 10 working days. If for any reason, there is an unavoidable delay in issuing a response to the complaint the customer must be informed and a new deadline issued/agreed.

All complaints will be dealt with by designated person so that the individual raising the complaint has a definite point of contact. All customers can contact this designated person if they have any questions or queries or if they wish to enquire about the progress of the complaint.

Should any customer be dissatisfied with the handling of a complaint at any time they should inform their designated person who can determine the most appropriate person to respond; technical complaints may be appealed to nominated individuals within the other departments.

If you are still dissatisfied having followed all the stages as above, you should write to:

Local Government Ombudsman

PO Box 4771

Coventry CV4 0EH

Or contact them on 0300 051 0514 or via www.lgo.org.uk

Name: _____

Date: _____

Contact Details:

Comment: Compliment: Complaint:

Nature of comment, compliment or complaint:

Please send to Springfield Mind, 48 Cygnet Court, Timothy's Bridge Road, Stratford-upon-Avon, Warwickshire CV37 9NW

Or email to enquiries@springfieldmind.org.uk

Or if you would like to speak to a member of staff, please call 01789 298615