



HEAR US
Croydon's Mental Health Service Users Group
www.hear-us.org
hear.us@hear-us.org
020 8681 6888

SECTION D. COMPLAINTS PROCEDURE

Section B Part 1



Hear Us

To promote, educate, communicate and empower,
For the benefit and interest of people affected by mental health issues

Hear Us Complaints Procedure

“The Hear Us aims to provide a high quality, reliable and professional service at all times. We recognise that despite our best endeavours we may not always get this right. Sometimes things can go wrong and if this is the case and you are unhappy with our staff or our service we would like you to let us know”.

Who to complain to

Please contact your coordinator to discuss the complaint to enable the issue to be resolved there and then. If you feel you are unable to do this, or the complaint is of a more serious nature the following procedure is the way forward.

How to complain

All complaints should be made in writing to the Coordinator or Chair.

In your letter you should:

- Provide your name and address;
- Say what your complaint is about;
- Give as much relevant detail as possible about your complaint, for example dates, times, incidents, and;
- Say what you would like us to do to put things right.

What will happen next?

You will receive an acknowledgement within five working days from the receipt of the complaint and an investigation will be carried out as soon as practicable. You will be kept informed of the progress and the outcome of the investigation.

What happens if you are dissatisfied with the outcome?

You may request that the complaint should be referred to the Chief Officer who will arrange if appropriate, for the complaint to be heard by a sub-committee of the Board of Trustees and the matter will be resolved as soon as practicable. Where the complaint relates to the Operations manager, please address your complaint to the Chief Officer. If the complaint relates to the Chief Officer, please address your complaint to the Board of Trustees.

We all take complaints very seriously and will do everything possible to resolve the situation

Complaint Form: [SECTION-D-Part-1.1-Complaints-Form.pdf](#) or
[SECTION-D-Part-1.1-Complaints-Form.doc](#)

Hear Us
Orchard House
15a Purley Road
South Croydon
CR2 6EZ
Tel: 020 8681 6888
Email: Info@hear-us.org