

MIND IN EALING AND HOUNSLOW LTD.
FORMAL COMPLAINT FORM

1. Please read the Mind in Ealing and Hounslow Complaints Policy and Procedure before completing this form.
2. This form is to be used when you make a **formal complaint** as described in the Policy and Procedures. You do not need to complete it if you are making an informal complaint. An informal complaint will still be given due regard and attention and may take a shorter time.
3. If you decide to make a formal complaint, then please complete this form as best you can paying attention in particular to the event you are complaining about and what you wish to see happen. An electronic copy is available should you prefer that.
4. You may choose not to use this form but to make your complaint in the form of a letter. If you choose to do so, please provide the same information as is required on the form.
5. When you have completed the form or the letter, you may send it to the person who manages the staff member who is involved in the event about which you are complaining. If in doubt, please send your form or letter to:

***The Chief Executive Officer, Mind in Ealing and Hounslow, First Floor,
Priory Community Centre, Acton Lane, Acton, London W3 8NP.
Telephone 020 8993 0202***

6. In some instances it may be helpful to seek help to complain.

A. Personal Details

1. Your Title and Full Name:
2. Address:
..... Post Code
3. Tel. No: Mobile:
4. Are you: (Please tick which one applies to you)
 - i. Mind in Ealing and Hounslow (MiEH) Client/Service User
 - ii. A relative/friend of a service user
 - iii. A visitor to MiEH premises or service
 - iv. A professional acting on behalf of a client/service user
5. Who or what are you complaining about?
.....
.....

B The Complaint

Please give details below of your complaint, stating any relevant dates, locations, persons involved, etc. Please also state what you believe the staff (or the organisation) has done wrong.

please continue on another sheet if necessary

7 If there were any witnesses please give their details below:

i. Name:

Address:

Telephone Number:

ii. Name:

Address:

Telephone Number:

B. What to do now:

Please read the following and sign the form and send it to the address indicated above.

- i. I understand that Mind in Ealing and Hounslow may need to contact me again to obtain further information or clarification in order to investigate the complaint fully and will expect my full cooperation.
- ii. I understand that you may need to contact the persons indicated above who have given permission to be contacted. *(If it applied in your case)*
- iii. To the best of my knowledge the information I have given above is true and accurate.

Name:

Signature: Date:

We will acknowledge receipt of this within five working days of receiving it and commence investigations within ten working days.
