

## **Interim Complaints, Comments and Feedback Procedure**

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As an organisation with a holistic approach to the services which we deliver, Mid Kent Mind take a serious approach to complaints, comments and feedback that we receive from our clients and the wider public.

Feedback is vital to any of the services which we provide. It helps us to know when the support we are providing is working, and also helps us to learn from any mistakes we may make so that we are able to build better services for people to benefit from in the future.

If you have feedback about any of our services – whether good or bad – then we encourage you to share it. All feedback we receive will be shared directly with Mid Kent Mind’s CEO, who will either respond to you directly, or will ask a member of our Senior Management Team to process your feedback in the most appropriate way.

All feedback received will result in a written response outlining any relevant action which will be taken as a result of the feedback provided.

If you are unhappy with the response you receive from Mid Kent Mind’s management team, then you can escalate this to our Trustee Board. The senior manager you have dealt with will have a duty to escalate your feedback to the Board who may then wish to contact you directly.

We ask that any feedback – whether positive or negative – is communicated within a respectful manner. If your complaint relates to a specific member of staff, then please use their initials and the course or session that you interacted with them on, as this will allow us to identify the member of staff in question whilst also adhering to GDPR guidelines.

**Please Note: This is an interim policy and may be updated or amended at any time pending feedback we receive.**