

## Concerns, compliments, comments and complaints

At MEND, we value feedback from people who use our services. Hearing your views is important to us as it helps us to understand what we're getting right and what we can improve on.

### Who should I contact?

Wherever possible please raise your concerns directly with the MEND team member you're dealing with, as they may be able to resolve issues for you 'on the spot.' However, if talking with staff does not resolve your concerns, please contact MEND's operations team. They may be able to help you with your problem without you having to raise a formal complaint.

If you wish to make a formal complaint we have procedures in place to ensure all complaints are dealt with fairly, consistently and equally across all services. Your complaint will always be properly looked into and you will receive a considered response. Your feedback can help us improve our services. You can register your complaint in person, by telephone or in writing to:

Head of Operations  
MEND Central  
Unit 21 Tower Workshops  
58 Riley Road  
London  
SE1 3DG  
T 020 7231 7225  
Email: [info@mendcentral.org](mailto:info@mendcentral.org)

The following information will be helpful for us to resolve your complaint:

- Your name, address and contact details
- Where and when the incident happened that led to your complaint
- A description of the circumstance that has led you to complain – for example who was involved, what was said and done, how this affected you

- What you think MEND should do to put things right – for example apology, explanation

**What happens and how long will it take?**

We will send you an acknowledgement within five working days of receiving your communication. We will try to resolve your complaint within three weeks.

**Putting things right**

If we get something wrong, we will do our best to make amends. We will review our policy and procedures to try and stop it happening again. It is our policy that when mistakes are made we admit them and offer a full apology. It is important that we know when things have gone wrong so we can put them right. It is important that we share our learning in order to prevent things happening again. We monitor complaints quarterly to highlight problem areas and we use this information to improve the way we deliver our services.