




## Your Feedback

**For more information:**

[www.norfolkandwaveneymind.org.uk](http://www.norfolkandwaveneymind.org.uk)

[complaints@norfolkandwaveneymind.org.uk](mailto:complaints@norfolkandwaveneymind.org.uk)

**Norfolk and Waveney Mind  
is a registered charity - No. 1118449**

 **mind**  
Norfolk and  
Waveney

### **Norfolk and Waveney Mind**

takes a positive attitude to receiving all feedback, good and bad. We recognise that feedback contributes to improving services. If you have something to tell us, we'd like to hear from you.



You should first make contact with the manager or a senior person for the service that you wish to give feedback on.

If you have a concern or complaint, we'd like to try to resolve this with you as soon as we can. However, sometimes this can be difficult for you to tell us about or can be complex enough that it may be best to start our formal complaint procedure. If this is the case, we ask you to put your concern or complaint in writing.

We can support you with this if you need it and you can also put this in a format accessible to you, such as an audio recording. Your formal concern or complaint will then be passed on to the relevant Director for the service or department, who will acknowledge receipt within 2 working days. It will be decided who will investigate your concern or complaint. This may be a person not connected with the service or department your concern or complaint is about and they may want to speak with you. Please don't worry about this, it's just so they can be clear about your concerns or complaint.

Your concern or complaint will be investigated and you will receive a response within 28 days. You will also be told what action will be taken to rectify your concern or complaint and also what we will do to prevent this happening to you or anyone else in the future.

If you're not happy with the outcome, you have the right to appeal your complaint to the Director of the service or department. They will decide on what action to take next.

**Let us know** if we can make things easier for you. For example, by using a different language or if you need this information in a different format.



### **Other ways to contact us**

If you're not sure who to make contact with, our Reception Team can help you. They will either direct you to the right person or forward on your feedback.

Telephone

**0300 330 5488**

Or you can email us

**complaints@norfolkandwaveney  
mind.org.uk**