

Rethink
Mental
Illness.

Compliments,

Comments

and
Complaints

Help us put it right

We welcome your feedback and are committed to listening to what you have to say about our services. Feedback provides us with an opportunity to improve them.

Name

Address

Email

Telephone

This is a: Compliment Comment Complaint

What would you like to tell us?

If you are not happy with our service, what could we do to put things right?

Continue on a separate sheet if necessary

The stages of your complaint

Stage 1

Complaint received

Your complaint will be acknowledged within **5 days** of being received.

We will try to resolve your complaint within **14 days**. In the case of more complex complaints this may take longer. You will be informed if this happens.

If you are happy with how we have dealt with your complaint, it will be closed.

Stage 2

If you are not happy with how your complaint has been dealt with and the response you received, you can appeal.

To request an appeal, you need to contact us within **14 days**.

A senior manager will review the information and may possibly carry out a further investigation. They will do this within **28 days**.

A summary of findings will be sent to the relevant Director. You will receive a response from the Director.



How to contact us

Your service

Your local independent advocacy service

If you would prefer, you can contact our **Supporter Care Team** on **0121 522 7007** or send an email to **info@rethink.org**



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