

You can contact us in the following ways:

The Administration Team

Telephone: 0161 226 3871

Fax: 0161 877 2740

Email: pws.manchester@selfhelpservices.org.uk

Our website provides further information about how we deal with complaints.

www.selfhelpservices.org.uk

Alternatively write your feedback in the area provided, fold this page in half and return to the address overleaf

Suggestions, compliments, complaints:

Parliamentary and Health Service Ombudsman

To complain about a UK government organisation or the NHS in England you can:

- Visit our 'Making a complaint page' to complain online or download a paper form
- Call our Customer Helpline on 0345 015 4033 from 8:30am to 5:30pm, Monday to Friday
- Send a text to our 'call back' service: 07624 813 005
- Dial our textphone (minicom): 0300 061 4298
- The website at: <http://www.ombudsman.org.uk/about-us/contact-us>

Compliments and ideas:

We would like to hear from you about things that we do well or could improve on. We can then look to see if we can use your experiences to improve services across all the services provided by Self Help. Your comments and ideas can be sent to us at the address at the back of this leaflet, or you can go to the patient opinion website at; www.patientopinion.org.uk

please contact the administration team if you need this leaflet in a different language or format

Something to say?

We are listening to you.

SelfHelp
Improving mental health

Suggestions, Compliments and Complaints

Your views matter and we want to know about them. Whether it is a suggestion, or a compliment, or a complaint, we want to hear about it.

At Self Help, we aim to make sure that we offer the right service and care to the highest standard. However, we recognise that at times things do go wrong and when they do, we would like you to tell us so that we can do our best to resolve any concerns that you may have.

Our commitment to you

Please do not be worried about making a complaint, as this will not affect the service or care that you or your carer or your relatives receive from us, nor will you be refused services you would otherwise get from us. However, we would hope to use the learning from your suggestions, compliments and complaints to improve the services that we offer.

Our aim is to do as much as we can to resolve your concerns and answer the questions you may have. By listening to what you tell us, we aim to make your experience of our care or service delivery a positive one.

Who can complain?

- Anyone who is receiving, or has received care or services from us
- Anyone who is affected by an action or a decision that we have made

If you are unable to complain yourself, then someone else such as a carer or relative or a close friend can complain for you, but we may need to ask you for permission to share information with them.

It is important that you make your complaint as soon as possible after the event you want to complain about happening. This means that you must make your complaint:

- Within 12 months of the event you want to complain about happening, or
- Within 12 months of realising that you have something to complain about.

In certain circumstances we can consider complaints that do not fit into these time scales. If you think that this may apply to you, please contact us to discuss this further.

Who do I complain to?

Whenever possible you should tell someone close to the cause of your complaint, such as a member of staff or a volunteer. In many cases, it should be possible to sort out the problem straight away. Normally within 7 days.

However, if you are still dissatisfied or do not feel able to approach the staff directly involved in your care, you can contact us, using the details provided overleaf, and request to be directed to the next level of management.

Can I get help with my complaint?

You can obtain advice and support from a number of local advocacy support services. Please contact us and we will be happy to provide you with further details.

What happens after your complaint is received?

After receiving your complaint, we will contact you to discuss how we intend to deal with your concerns, consider what you want to happen as a result of your complaint, agree the best way to do this, and how long this should take.

This could involve arranging a meeting with you to discuss your complaint, or arranging for your complaint to be investigated by a senior member of staff. You may also receive a formal response letter to your concerns, signed by the chief executive at the end of the complaint process.

Our aim is to provide a full response to you within an agreed time scale. This may vary from complaint to complaint. However, we will keep you informed about the progress of your complaint at all times.

If, at the end of the complaint process, you are unhappy with how we dealt with your concerns, or are unhappy with what we have told you, you can take your complaint further. We can provide you with the information about how to do this.

AFFIX
STAMP
HERE

Self Help
1st Floor East
Oakland House
Talbot Road
Manchester
M16 0PQ

fold here

SelfHelp
Improving mental health

www.selfhelpservices.org.uk

 [@WeAreSelfHelp](https://twitter.com/WeAreSelfHelp)