

A blue circular logo containing the text "Rethink Mental Illness." in white, stacked vertically.

Rethink
Mental
Illness.

Compliments, Comments and Complaints

A red ribbon graphic with a white border, pointing to the right, containing the text "CONTACT US" in white.

CONTACT US

Rethink Mental Illness promotes a philosophy where feedback is welcomed. We are committed to listening to what you have to say about our services. Feedback provides us with an opportunity to improve them.

Name

Your Address

Phone Number

Day

Evening

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 or stop the problem happening in the future?

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.

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

If you are happy with how the Service has 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 the Associate Director. You can do this in writing or verbally. You need to do this within **14 days**.

The Associate Director will review the information and may possibly carry out a further investigation. They will do this within **28 days**.

A summary report will be completed and sent to the Chief Executive. The Chief Executive will respond to you within **14 days**.

How to contact us.

Your service

Your regional office

Your local independent advocacy service

www.rethink.org

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Rethink Mental Illness is a partner in:

