

MINDJAM – COMPLAINTS PROCEDURE

Approved by: Dan Clark, Leo Worsdale

Last Reviewed: February 2025

Next Review: February 2026

MindJam aims to provide high quality services to meet the needs of everyone in our service. We believe that we achieve this most of the time: If we are not getting it right, please let us know.

Complaints Procedure

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with the organisation.

If you are not happy with MindJam, please tell us.

If you are unhappy about any of MindJam's services, please speak to the respective staff member.

If you are unhappy with an individual in MindJam, sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, speak to the staff member's manager or the Business Owner.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making A Written Complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Business Owner Dan Clark (danclark@mindjam.org.uk).

If your complaint is about the Business Owner, please write to Leo Worsdale (leoworsdale@mindjam.org.uk).

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If you are not satisfied after receiving our response, please write to the Business Owner who will report the matter to the next meeting of MindJam, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with MindJam's services.

