

Derbyshire Mental Health Forum Complaints Policy

Policy title	Complaints
Version number & issue date	3 April 2015
Audience	Derbyshire Mental Health Forum members, customers, partners and the public
Definitions	None
Policy statement	<p>Derbyshire Mental Health Forum aims to provide a fair and high quality service within our stated aims and priorities, to all organisations and individuals who use our services. If we fail to do this we want to know about it. This will enable us not only to deal with the specific problem, but also to avoid it happening again.</p> <p>Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible.</p> <p>Where this cannot be achieved we have a more formal complaints procedure, which sets out how to take up matters you think are unsatisfactory about the service you have received from us.</p>
Related policies and standards	<ul style="list-style-type: none"> • Complaints Procedure
Financial issues	None
Policy owner	Executive Committee
Original issue date	January 2009
Next review date & comments	April 2018