

# Who to contact?

**For general information and comments about our services,  
or to raise informal complaints;**

Drop-in Café, Wellbeing Wednesdays, Counselling and Mental Health Awareness Training: Vicky Bourne, Counselling & Wellbeing Manager, [Vicky@mindinkingston.org.uk](mailto:Vicky@mindinkingston.org.uk)

Outreach & Engagement and the Empowering Minds Forum:  
Alice Zhao: [alice@mindinkingston.org.uk](mailto:alice@mindinkingston.org.uk)

Physical Activities (including Football), Community Allotment,  
Johnny Murwill: [johnny@mindinkingston.org.uk](mailto:johnny@mindinkingston.org.uk)

Floating Support: Simon Montague-Taylor:  
[simon@mindinkingston.org.uk](mailto:simon@mindinkingston.org.uk)

Champions for Change Kingston: Sarah Hollebon:  
[sarah@mindinkingston.org.uk](mailto:sarah@mindinkingston.org.uk)

Alfriston Outreach: Lisa Blackman: [lisa@mindinkingston.org.uk](mailto:lisa@mindinkingston.org.uk)

Magpie Project: Soyeon Park: [Soyeon@mindinkingston.org.uk](mailto:Soyeon@mindinkingston.org.uk)

**For formal complaints please contact;**

Chief Executive Officer: Rianne Eimers;  
[rienne@mindinkingston.org.uk](mailto:rienne@mindinkingston.org.uk)

## **Our Contact Details:**

Mind in Kingston

Siddeley House

50 Canbury Park Road

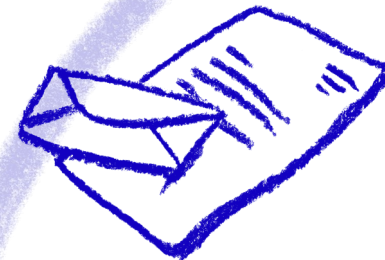
Kingston upon Thames

[www.mindinkingston.org.uk](http://www.mindinkingston.org.uk)

T: 020 8255 3939

E: [info@mindinkingston.org.uk](mailto:info@mindinkingston.org.uk)

# Comments, Compliments & Complaints



 **mind**  
in Kingston

# Comments, Compliments & Complaints

We very much welcome comments, compliments and feedback from anyone that has used or come into contact with our services.

Feedback helps us to evaluate the services we provide, assess what works well, what needs to be improved and identify any gaps. All comments, whether positive or negative are welcome.

Speak to a member of staff or contact us at the office to talk to us—see back page for contact details.

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## Complaints

If you are unhappy with a service you have received, you can make a complaint. Raising an informal complaint may be sufficient to resolve an issue. Please speak to the service manager or supervisor, or another member of staff that you are familiar or more comfortable with.

You can also raise a formal complaint. We can send you our full Complaints Policy, which sets out the procedure for making a complaint; this leaflets gives a summary.

Tell us about your concerns providing as much detail as you can and include any evidence or statements. This will help us to investigate the matter properly.

You can send it us by post to Mind in Kingston, Siddeley House, 50 Canbury Park Road, Kingston upon Thames, KT2 6LX or by email to the CEO Rianne Eimers at [rienne@mindinkingston.org.uk](mailto:rienne@mindinkingston.org.uk).



# What happens next?

When we receive your complaint, we will appoint someone to investigate; this will be a manager or the CEO, or if your complaint is about the management, the Board of Trustees will investigate the matter.

You will receive acknowledgement of your complaint within 5 working days, and we aim to write back with the outcome of the investigation and any findings within 28 days. If we need to extend this time, for instance if there is a lot of evidence or it concerns a complex issue, we will contact you to tell you how long the investigation is extended by.

We will write to you to let you know of the outcome, and what actions (if any) we will undertake. Our aim is to learn from any issues and ensure that steps are taken to address problems safely and appropriately.

If you are unhappy with the outcome you can appeal the decision by writing to the CEO or the Chair of the Trustees. They will review the complaint, the evidence and any other relevant information and will write to you with the outcome of their review.

This is the final stage in the complaints process.

