



Complaints policy and procedure

SANE St. Marks Studios, 14 Chillingworth Road, London N7 8QJ
TEL: 0203 805 1790

SANE (limited by guarantee) Registered Company Number: 2114937 Registered Charity Number 296572

SANE

Complaints policy and procedure

Introduction

Our staff aim to be professional, working within the policies, procedures and guidelines laid down by SANE. However, no service is foolproof. SANE has therefore put together a system for you to use if you wish to complain about any of SANE's services.

Our aim is to give you the opportunity to make comments, suggestions or complaints and to provide you with a response which addresses your concerns.

Monitoring our services

SANE is committed to providing services which best meet the needs of its users; SANE has built in methods of continually monitoring and reviewing its services.

How do I complain?

Because of the confidential nature of SANE's services correspondence cannot be entered into with anyone other than the service user.

SANE will ensure that any information its employees learn during the course of a complaints procedure will remain confidential to the charity.

Stage 1

Comments, suggestions or complaints should be made in writing to the Head of Services who will provide a written reply, usually within 14 days. Written correspondence should be sent to SANE, St. Marks Studios, 14 Chillingworth Road, London N7 8QJ. If correspondence is by e-mail, please return to complaints@sane.org.uk; correspondence will be directed to the Head of Services.

Stage 2

If you are dissatisfied with that response you have the right to take your complaint to the Chief Executive of SANE. Please detail in writing the nature of your complaint and the points you feel have not been addressed at stage one. Please note we would ask that you contact the CEO within 21 days of receiving your Stage one response from SANE.

Your complaint will be passed to the CEO, who will appoint a Senior Officer to investigate the complaint. A written response made, usually within 21 days. Occasionally we may not be able to meet this deadline; however, we will keep you informed of all steps being made.

Stage 3

Finally, if you are not satisfied with the Chief Executive's response you have 21 days following the issuing of our step 2 response to inform us in writing of why you feel we have not fully responded to your complaint. Your letter will be passed to the Chair of SANE's Board of Directors.

The Board of Directors will appoint a member of SMT to investigate your complaint.

A report will be prepared and you will be given a copy, together with any action being taken as a result of the Board of Directors' recommendations.

You will usually receive this report within 30 working days. Occasionally we may not be able to meet this deadline; however, we will keep you informed of all steps being made.

Finally

We are committed to improving the services we provide. We regard complaints as valuable and hope you will feel you can use these procedures to enable your comments to be heard.