



At Balance CIO, we want to provide the best service.



We want to hear from people who use our services.

Our Policy's Purpose:

This policy explains how we handle complaints and compliments.

What We Want to Do:



We want to learn from complaints to make things better.



We want to fix problems when things go wrong.



We want to work together to solve problems.

We want to make sure complaints are handled in a fair and open way.



If you have a problem, you can tell us in different ways by:



By talking to any staff member.



Using our website or sending an email to: info@balancesupport.org.uk



Writing a letter to any
Balance office.



Calling us at *020 3740 2315*.

We will:



Listen to your
complaint.



Tell you we've got it
within 2 working
days.

10

Try to fix it within
10 working days.



If we can't fix it quickly,
we will tell you why and
what we'll do next.



If you're not happy with
our first answer, you can
ask again.

Compliments:



If you want to say something nice about us, tell us!

We Keep Things Private:



We will keep your information safe.



We won't tell anyone unless it's needed to help you or it is the law.



We will only share information if it's important for someone's safety.

We Want to Get Better:



We look at all the complaints and compliments.



Laws:

We follow important laws about complaints such as:



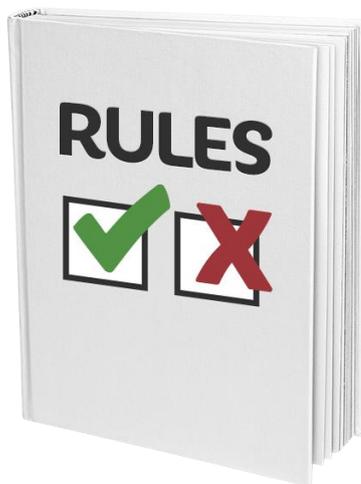
Care Act



Mental Health Capacity
2005

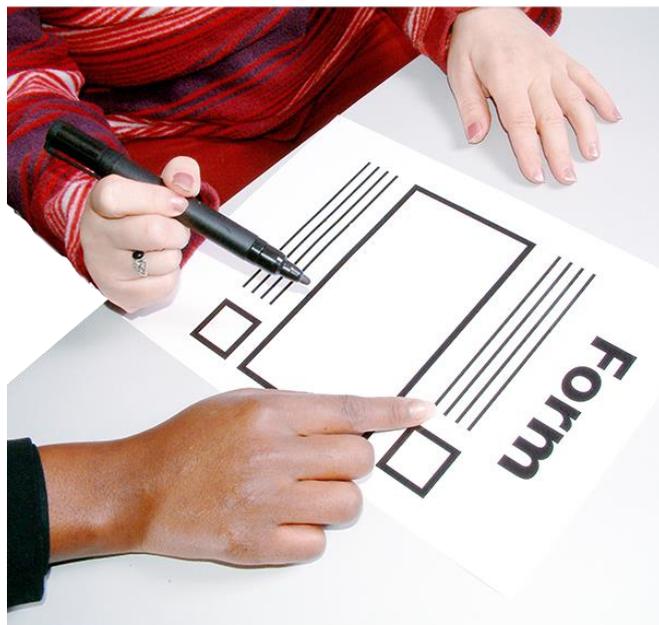


Equality Act 2010



Good Complaint
Handling (Parliamentary
and Health Service
Ombudsman, 2008).

If You Need More Help:



If we can't fix your problem, you can ask your MP, Councillor, or another group to help you.

We want to make things right and always do our best to help.

