

## The 3 Stage Procedure:

If you would like to make a complaint:

### **Stage 1**

Write to Shevonne Murray who will reply within 7 days.  
***shevonnemurray@nhs.net***

If you are not satisfied with the response:

### **Stage 2**

Contact the Step 2 Director of Services (Sue Forber) who will reply in writing within 14 days.  
***Tel: 02382 027826 or sforber@solentmind.org.uk***

And if you are not satisfied with this response:

### **Stage 3**

Contact the Chief Executive of Solent Mind (Kevin Gardner) via his executive assistant. He will reply in writing within 21 days.  
***cmascall@solentmind.org.uk***  
***or Tel: 02382 027810***

Through this procedure, we aim to;

- Encourage anyone who is not satisfied with the italk service to tell us so that we can try to put matters right
- Make sure that no one is afraid to make a complaint
- Deal with the complaint quickly, by keeping to response times and limiting the procedure to just three stages
- Help the staff who run the italk service to put things right if they possibly can

We also need to know about the things we are doing well. Please do let us know if you have any other comments on our service.

**italk**  
3rd Floor,  
Black Horse House,  
8 - 10 Leigh Road,  
Eastleigh  
SO50 9FH  
  
**Tel:** 023 8038 3920  
**Email:** [info@italk.org.uk](mailto:info@italk.org.uk)



# COMPLAINTS PROCEDURE FOR italk (Step 2)

## **COMPLAINTS PROCEDURE** **(for Step 2 Patients)**

**italk staff deliver psychological therapies at two levels, also known as 'steps'. These can be easily identified as Step 2 and Step 3.**

Generally the people who use our service at **Step 2** tell us how much they value what we do. We ask our patients for feedback when they finish their treatment but there may be times when you think we have got it wrong and you want to make a complaint. If so, we would like to hear from you, so that if possible, we can put matters right.

### **Q.1 What is a complaint?**

A. A complaint against italk is any situation in which we have some responsibility and we have not responded in the way you think we should have done.

### **Q.2 How will I know the complaint is being dealt with?**

A. You will receive an acknowledgement either via email or in writing. We may call you for further information or to discuss your complaint further.

### **Q.3 Can someone else make a complaint for me?**

A. Yes. If you wish a representative or a carer to do this with your permission then you can.

### **Q.4 Who else will know about the complaint?**

A. italk staff inform Senior Managers and the Executive Board at Solent Mind when they receive a complaint. We will also tell Southern Health NHS Foundation Trust whom we work in partnership with.

All information will be dealt with sensitively and within confidentiality guidelines.

### **Q.5 How quickly will a complaint be dealt with?**

A. We aim to investigate the complaint and let you know the outcome within the stated response times outlined in this leaflet. We shall let you know if it is going to take any longer, and explain why.

### **Q.6 What if I am not satisfied with the response after Stage 3?**

A. Stage 3 is the final stage for us. After this, you may still be able to take the complaint up with your local Clinical Commissioning Group (CCG).

If you have any questions about the procedure and how it operates please contact:

**Shevonne Murray**  
**Business & Accommodation Manager**  
italk  
3rd Floor  
Black Horse House  
8 - 10 Leigh Road  
Eastleigh  
SO50 9FH

[shevonnemurray@nhs.net](mailto:shevonnemurray@nhs.net)  
[www.italk.org.uk](http://www.italk.org.uk)



**Solent**