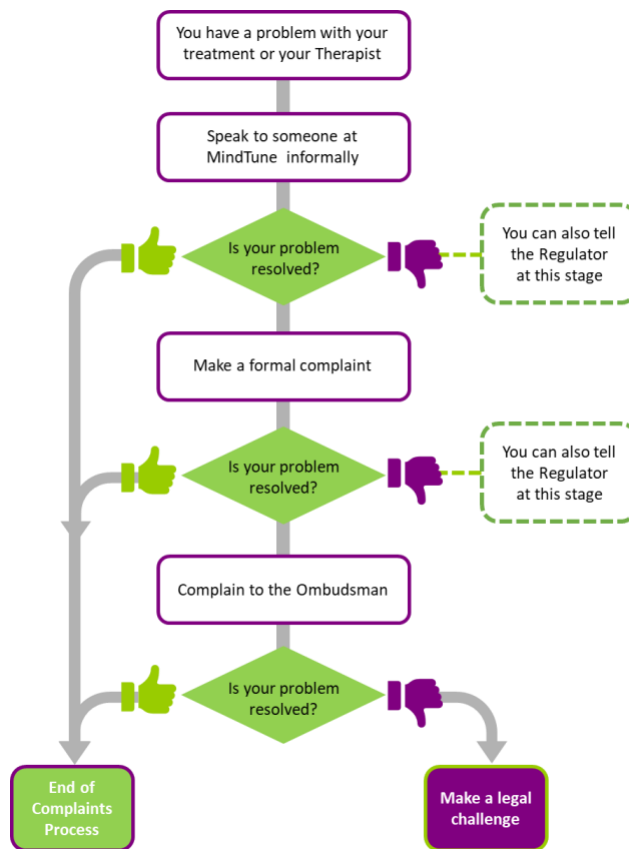


What to do if you have a problem and/or you want to make a complaint

Everyone at MindTune wants you to have a supportive and positive experience and if you have a problem we will support you at every stage to help to resolve it. This explains the following steps to take:

1. **Speak to someone informally**
2. **Make a formal complaint**
3. **Make a legal challenge**



1. How do I speak to someone informally about my problem?

If you have a problem with your treatment or your MindTune Therapist, you should first try to speak to us

informally. This can be a much easier and less stressful way to get your problem solved, and it is often the quickest too.

Here are some tips for speaking to someone informally about your problem:

- Have a conversation with the person most involved in your care.
- Try talking to them about your concern. A useful way to do this could be to set up a meeting with them.
- Make some notes before the meeting about what you want to say. This could help you if you're worried about what to say, or worried you might forget something important.
- Get someone you know to come with you, like a family member or friend. They could come with you to the meeting and help support you.

For a complaint about Clinical services - speak to:
Claire Jarvis - claire@mindtune.co.uk - 07960 492655

For a complaint about MindTune's service in general - speak to:
Sarah Clark - sarah@mindtune.co.uk - 07736 939387

2. How do I make a formal complaint?

If you've already tried speaking to someone informally, and that didn't work, you can look at making a formal complaint.

You can make a formal complaint in any of these ways:

- Speaking to someone and telling them that you would like to make a formal complaint, as well as telling them what it is about. If you do this, the organisation is allowed to write down your complaint themselves and they must give you a copy of their written record.
- Writing a letter
- Sending an email

You should try to write down your complaint if you can or get someone to help you do this. This way, you can make sure everything you want in your complaint is included.

If you want to, you could also [get some support](#) when making a complaint. All MindTune Therapists are members or accredited to Regulatory Bodies that cover the therapy and treatment they offer.

For example:

[the BACP](#) (British Association for Counselling and Psychotherapy), who promote safe, ethical and

competent practice in counselling and psychotherapy. If your complaint is about a particular professional, you might also want to make a complaint to the organisation that regulates that person.

[The BABCP](#) (British Association for Behavioural and Cognitive Psychotherapies) are the lead organisation for Cognitive Behavioural Therapy (CBT) in the UK and Ireland. The BABCP promote, improve and uphold standards of CBT practice, supervision and training.

[The ICO](#) - The UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

[The ANLP](#) - The Association for Neuro-Linguistic Programming provide a framework by which NLP practitioners, life coaches and therapists, practice. They offer certified courses and training to their members.

[The NACCHO](#) - The National Association of County & City Health Officials seek to improve the public's health while adhering to a set of core values: equity, excellence, participation, respect, integrity, leadership, science & innovation.

[The ACCPH](#) - Accredited Counsellors, Coaches, Psychotherapists and Hypnotherapists is an independent professional body and register for counsellors, coaches, psychotherapists and hypnotherapists. ACCPH is based in the UK but they accept members and accredit courses for organisations worldwide.

If you have a concern with our service these organisations can help you with support and advice.

Tips for writing a formal complaint

- Date the letter of complaint.
- Provide your name and address.
- Give a clear account of what happened and what went wrong.
- Include all the relevant facts such as dates and names but try to keep the letter concise.
- Attach copies of relevant documents or photographs and list the items enclosed in the letter.
- Explain what the solution you would like is, for example, an apology, better service or explanation.
- Keep the tone polite.
- Identify the date by which you expect a reply.
- Keep a copy of the letter and anything else you included with the letter.
- Send the letter by recorded delivery.

Getting copies of information stored about you by MindTune

Depending on what you are complaining about, you might find it helpful to get a copy of your clinical notes before you make a complaint.

You are entitled to ask organisations what information they hold on you, including asking for a copy of your records.

If you are worried about how someone has handled your medical records or other personal information, you can complain directly to the Information Commissioner's Office <https://ico.org.uk/>

What should I expect if I make a formal complaint?

Generally, if you make a complaint, you should expect:

- your complaint to be dealt with efficiently
- your complaint to be properly investigated
- action to be taken if necessary
- to be treated with respect and courtesy
- to receive, as far as possible, assistance to help you understand the procedure and advice on where to get support
- to be told the outcome of the investigation of your complaint
- to be given a timely and appropriate response

3. Make a legal challenge

What can I do if my formal complaint hasn't worked?

If you don't feel like your formal complaint has been dealt with effectively, you can make a complaint to the ombudsman. This is the next step for trying to get your complaint resolved.

Separately, you could also approach the regulators, as mentioned above.

Understanding your rights

There are some services you can contact if you want advice at any point during your complaint. [Your consumer rights.](#)