

Tell us  
what you  
think

**Comments, compliments  
and complaints**

**SECONDSTEP**

PUTTING MENTAL HEALTH FIRST

**If you tell us when we get things right or wrong and share your ideas about how we can improve, it will help us provide you with the best possible service.**

## **How do I share comments and compliments?**

One way to share your comments and compliments is to use the form on pages seven and eight of this leaflet. You can also email compliments to **[compliments@second-step.co.uk](mailto:compliments@second-step.co.uk)**

Other ways to share compliments or comments are:

- telling any member of staff
- completing questionnaires
- in a house meeting
- using a suggestion box
- joining a STAR Involvement Group

## **What is a comment?**

A comment can be a criticism, a piece of information or a suggestion - when you want to see something change and have an idea of a way to improve it.

You will not normally receive a response to a comment but we will make sure it is passed to the most suitable person.

## **What is a compliment?**

A compliment is when you want to tell us when we have done something well, or want to thank someone for something they have done.

Your compliment will be passed to the most suitable person and our aim is to respond to all compliments received.

## **What is a complaint?**

We define a complaint, or concern, as an expression of dissatisfaction about a service, a member of Second Step staff or volunteer, or a failure in the provision of services, which requires a response. A complaint, or concern, can be made verbally or in writing and does not need to be justified.

We will not always get everything right. If something happens and you want to make a complaint, this leaflet explains our complaint process, tells you how you can raise your concerns and details the support you can receive to do so.

## How do I complain?

### We have a two stage process:

#### 1. Raise a concern

Many issues can be settled by you talking directly with the staff involved in the issue. Second Step terms these types of complaints 'a concern'.

We encourage you to address issues directly with the staff involved whenever it is possible to do so. Many issues are partly caused by a lack of information or a misunderstanding; these can often be resolved through conversation.

#### 2. Raise a complaint

If you are unhappy with the outcome of a concern, or if you want to make a complaint straight away (because the issue cannot be resolved through conversation).

You can either:

- Ask a member of staff to record the complaint for you
- Fill in the form on page seven and give it to a member of staff or post it to us

- Ask someone e.g. a friend or advocate to help you fill in the form
- **Phone** the Complaints Officer on 0117 909 6630, or
- **Email** your complaint direct to [complaints@second-step.co.uk](mailto:complaints@second-step.co.uk)

#### How long will it take?

We aim to resolve all concerns and complaints within 20 working days from the date you contact us.

Second Step's Complaints Policy gives full details of how complaints are dealt with. You can ask any member of staff for a copy of this.

#### What if you are still unhappy with the result?

If you are unhappy with the outcome of a complaint investigation you can appeal. Appeals will be heard by a member of the Senior Leadership Team or the Board of Trustees. The Complaints Officer will be able to provide more details. You can contact them at [complaints@second-step.co.uk](mailto:complaints@second-step.co.uk).

## Legal Action

If you begin legal action against Second Step, this takes precedence over the complaints process. We will deal directly with your legal representative.

## Supporting you

If you wish to raise a concern or complaint

#### We will:

- Provide you with support to make us aware of your issues. For example, help you to complete the relevant section of this leaflet
- Deal with your complaint as quickly as possible
- Investigate the issues you raise fully
- Handle everything fairly
- Ensure you are not discriminated against because of your decision to raise a concern or make a complaint

## Representation

You can have someone to support or represent you at any stage of the complaints process.

#### This might be:

- A friend or family member
- A professional advisor such as:
  - an advocate, or
  - someone from the Citizens Advice Bureau
- A solicitor

## Confidentiality

Comments and compliments can be made without giving your name but we cannot deal with anonymous complaints.

To ensure we can resolve any concern or complaint properly we may need to share the details of the issues you have raised with the staff that support you, and in some situations with external agencies such as Commissioners or Adult Social Care.

Full details regarding how we protect your personal information can be found in our Privacy Notice [www.second-step.co.uk/privacy-policy](http://www.second-step.co.uk/privacy-policy)

# Comments, suggestions and complaints form >

If you choose to use this form to make a comment, compliment or complaint you can send it to us in one of the following ways:

- Hand it to a member of Second Step Staff
- Post it to:  
Complaints Officer  
Second Step  
162 Pennywell Road  
Bristol  
BS5 0TX
- Scan it and email it to: [complaints@second-step.co.uk](mailto:complaints@second-step.co.uk)



## Comments, compliments and complaints form

I am making a:  Comment  Compliment  Complaint

Name:

Address:

Telephone:

Email:

Service name, if known:

Date:

## What would you like to tell us about?



### **Citizens Advice Bureau:**

An independent organisation which provides free, confidential and impartial advice on any subject.

#### **Bristol CAB**

Tel: 0800 144 88 48  
[www.bristolcab.org.uk](http://www.bristolcab.org.uk)

#### **North Somerset CAB**

Tel: 0800 144 88 48  
Email: [advice@nscab.org.uk](mailto:advice@nscab.org.uk)  
[www.nscab.org.uk](http://www.nscab.org.uk)

#### **South Somerset CAB**

Tel: 03444 889 623  
[www.citizensadvicesouthsomerset.org.uk](http://www.citizensadvicesouthsomerset.org.uk)

#### **Taunton CAB**

Tel: 03444 889 623  
[www.citizensadvicetaunton.org.uk](http://www.citizensadvicetaunton.org.uk)

#### **Bath CAB**

Tel: 0344 848 7919  
[www.citizensadvicebanes.org.uk](http://www.citizensadvicebanes.org.uk)

#### **South Gloucestershire CAB**

Tel: 01454 334 961  
[www.southgloscab.org.uk](http://www.southgloscab.org.uk)

### **Legal Advice:**

Law centres provide free legal advice and advocacy for unwaged and low paid people and for people experiencing unlawful discrimination.

#### **Avon and Bristol Law Centre**

2 Moon Street  
Bristol  
BS2 8QE  
Tel: 0117 924 8662  
[www.ablc.org.uk](http://www.ablc.org.uk)

*Covers Bristol, North Somerset, South Gloucestershire*

This information can be made available in alternative formats such as braille or large print. We can also provide it in alternative languages.

Please **email [admin@second-step.co.uk](mailto:admin@second-step.co.uk)** or phone **0117 909 6630** to make your request.

Second Step is an exempt charity registered under the Co-operative and Community Benefit Societies Act 2014 (registration number 25597R).

**@wearesecondstep**  
**[www.second-step.co.uk](http://www.second-step.co.uk)**

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