

## COMMENTS & COMPLAINTS PROCEDURE

We always try to learn from what people tell us about MINDFUL EMPLOYER<sup>®</sup>. Feedback helps us to make adjustments and improvements to the initiative and the way in which it is delivered. This document outlines how to make comments or complaints about:

- Inappropriate use of the MINDFUL EMPLOYER name & logo
- Charter Signatories & Partnership Organisations
- Any other issues connected to the MINDFUL EMPLOYER initiative

### Inappropriate use of the MINDFUL EMPLOYER name & logo

MINDFUL EMPLOYER<sup>®</sup> is a Registered Trade Mark of Devon Partnership Trust and the name and logo can only be used by employers who have signed the Charter for Employers and organisations who have signed a Partnership Agreement. If you suspect the name or logo is being used inappropriately or without permission please **contact Richard Frost or Lynn Aggett at the address shown below**. We will then contact the employer, organisation or individual concerned.

### Charter Signatories or Partnership Organisations

If you have a comment or complaint about an employer who has signed the Charter for Employers who are Positive About Mental Health<sup>1</sup> or an organisation which has signed the Partnership Agreement<sup>2</sup>, please **contact the employer or organisation concerned and discuss it directly with them**.

If for any reason, it is not possible for you to do that then you may contact Richard Frost or Lynn Aggett at the address shown below. We will be able to record your comment or complaint and, with your consent, may pass them on to the employer or organisation concerned and/or discuss it with the MINDFUL EMPLOYER Council of Reference.

However, the responsibility for resolving any complaint is with the employer or organisation concerned and not with MINDFUL EMPLOYER.

### Any other issues connected to the MINDFUL EMPLOYER initiative

Problems and concerns can often be dealt with most easily by speaking to a member of staff involved in providing the service. If you have a comment or complaint about the MINDFUL EMPLOYER initiative, please contact:

**Richard Frost or Lynn Aggett, MINDFUL EMPLOYER**  
**Workways Second Floor 11-15 Dix's Field Exeter EX1 1QA**  
**Tel: 01392 677064 Fax: 01392 677079**  
**e-mail: info@mindfulemployer.net**

MINDFUL EMPLOYER is facilitated by Devon Partnership NHS Trust. If you feel that you want to pursue your complaint formally through the NHS Complaints Procedure, you should write to the Chief Executive at:

The Chief Executive, Devon Partnership NHS Trust  
Wonford House Hospital, Dryden Road. Exeter EX2 5AF

The Trust will respond to you within two working days of your complaint being received by the Complaints Team. Someone will contact you for more information and may invite you to meet to discuss your concerns. You can bring someone along to support you. The Chief Executive will then write to you with a formal response to the complaint. We aim to do this within 25 working days. If this is not possible, we will let you know the reason why and when you can expect a reply. If you are unhappy with the response to your complaint, please let the Chief Executive know. Outline your concerns and we will try to resolve them. If you are still dissatisfied, you have the right to ask for a review through the Healthcare Commission.

## Notes

<sup>1</sup> The Charter for Employers who are Positive About Mental Health is a voluntary agreement which seeks to support employers in working within the spirit of its positive approach. It's not legally enforceable and doesn't negate the need for employers to get the right person with the right experience, qualifications and skills for the job. Whether they are a small, medium or large employer, the Charter fully respects there will be many different priorities, policies and practices which influence the way employers recruit and retain staff. The Charter is a set of aspirations to which employers are working towards.

<sup>2</sup> MINDFUL EMPLOYER actively encourages and welcomes the involvement of other groups and organisations who share a commitment to supporting employers in the recruitment and retention of people experiencing mental ill health and in increasing awareness of mental health in the workplace. Some supporting organisations have signed a Partnership Agreement within which they agree to adopt the Key Principles of MINDFUL EMPLOYER without amendment and to work within the voluntary and supportive philosophy of the initiative.