

Tell us  
what you  
think

**Comments, suggestions  
and complaints**

**SECONDSTEP**

PUTTING MENTAL HEALTH FIRST

**If you tell us when we get things wrong and share your ideas on how we can improve, we will be much better placed to provide you with the best possible service.**

## **How do I share my comments and suggestions?**

One way to share your comments and suggestions is to use the form on pages seven and eight of this leaflet. Other ways to share your ideas include:

- telling your support worker
- completing questionnaires
- going to house meetings
- using a suggestion box
- joining one of our user involvement groups

## **What is a comment?**

A comment is where you have something to say, but you may not want action to be taken. A comment can be a compliment, a criticism or a piece of information.

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 suggestion?**

A suggestion is 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 suggestion but we will make sure that it is passed to the most suitable person.

## **Complaints**

Second Step will not always get everything right. If this happens and you want to make a complaint, this leaflet tells you what to do.

## How do I complain?

### There are two ways to make a complaint:

#### 1. Use the Informal Stage

Many complaints can be settled by talking directly with the staff involved in the issue, or to the Team Manager of that service. Their contact phone number is on page nine.

#### 2. Use the Formal Stage

If you are unhappy with the outcome of the informal stage, or if you want to make a formal complaint straight away (because the issue is more serious or urgent) please fill in the form on page seven.

You can also phone the Complaints Officer on **0117 909 6630** or email **complaints@second-step.co.uk** or ask someone e.g. a friend or advocate to help you fill in the form.

A Senior Manager receives all formal complaints. They will arrange for the complaint to be investigated and will make sure that you are kept up to date.

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 formal complaint you can appeal. Appeals will be heard by a member of the Executive Team or the Board of Trustees. The Complaints Officer will be able to provide more details. You can contact them on **complaints@second-step.co.uk**

## Legal Action

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

## Supporting you

As long as you follow the procedure, we will support you to make a complaint.

### Second Step will:

- deal with your complaint as quickly as possible
- investigate your complaint fully
- handle everything fairly
- not discriminate against you because of your decision to make a complaint.

## Representation

You can have someone to support you 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 suggestions can be made without giving your name but we cannot deal with anonymous complaints.

Only the people who are directly involved in the investigation will be told about your complaint.

# Comments, suggestions and complaints form >

Once complete, hand your comments, suggestions and complaints form to a member of Second Step staff.

Alternatively, post it to:

Complaints Officer  
Second Step  
9 Brunswick Square  
Bristol BS2 8PE



## Comments, suggestions and complaints form

I am making a:  Comment  Suggestion  Complaint

Name:

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Address:

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Telephone:

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Email:

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If the complaint relates to a specific service please give us its name:

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## What would you like to tell us about?

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**What action would you like Second Step to take?**

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**Thank you** for taking time to share your comments, suggestions and complaints with us.

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**FOR OFFICE USE ONLY**

Received by: ..... Date Received: .....

Ref No: .....

# Useful numbers:

**How to contact Second Step**

To talk to the Team Manager or a member of staff from a specific service, or to speak to the Complaints Officer please call our main number on **0117 909 6630**.

**Advocacy Services:**

Advocates listen and find out what people want and need. They speak up for people who are unable to, or enable others to speak up for themselves if they find it difficult to put their ideas across. Some people find it useful to have the support of an advocate when they want to make a complaint.

**Bristol Mind Advocacy**

35 Old Market Street  
Bristol BS2 0EZ  
Tel: 0117 980 0370  
[www.bristolmind.org.uk](http://www.bristolmind.org.uk)

**Complaints Procedure Advocacy**

The Care Forum  
The Vassall Centre  
Gill Avenue,  
Fishponds  
Bristol BS16 2QQ  
Tel: 0808 808 5252  
[www.thecareforum.org](http://www.thecareforum.org)

**Bath Mind Advocacy**

13 Abbey Church Yard  
Bath BA1 1LY  
Tel: 01225 316 199  
[www.bathmind.org.uk](http://www.bathmind.org.uk)

**1in4 People Limited**

39 Oxford Street  
Weston-Super-Mare BS23 1TN  
Tel: 01934 622 292  
[www.1in4people.org.uk](http://www.1in4people.org.uk)

### **Citizens Advice Bureau:**

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

#### **Bristol CAB**

12-14 Broad Street, BS1 2HL  
Tel: 0344 499 4718

#### **North Somerset CAB**

The Badger Centre  
3-6 Wadham Street  
Weston-super-Mare BS23 1JY  
Tel: 0344 826 9692

*Additional sessions in Clevedon,  
Nailsea, Pill, Portishead and Yatton.*

#### **Bath CAB**

2 Edgar Buildings  
George Street  
Bath BA1 2EE  
Tel: 0344 848 7919

#### **South Gloucestershire CAB**

Kennedy Way  
Yate, BS37 4DQ  
Tel: 0344 111 444

### **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*

We are an exempt charity regulated by the Financial Conduct Authority Reg no: 25597R

 **@wearesecondstep**  
**www.second-step.co.uk**