

## **Complaints Procedure**

HUBB provides support to people who access mental health services.

HUBB is governed by a committee of people who have their own experience of mental health ill health.

HUBB Aims and Objectives are detailed on our Constitution. HUBB advocacy is provided within the guidelines of the HUBB Advocacy Policy, both of which are available on request.

If you have a concern or a complaint:

Contact Jenny Gray, HUBB Director in person, or in writing. Written complaints will be acknowledged within two working days of receipt. The Director will arrange to discuss the matter with you in confidence within 10 working days of receiving the letter. In the absence of the Director, or should you prefer, you can address your complaint to the HUBB Chair.

The Director (or Chair) may ask for time to investigate the complaint. A full response, in writing will be sent to you within one month of receiving your complaint.

If you are unhappy with the response, you may ask for an independent review. HUBB has a reciprocal arrangement with an advocacy provider from a neighbouring London borough, who will review your complaint, and the way that it has been investigated, and HUBB's response. That person will then offer an impartial view as to whether the complaint has been dealt with efficiently.