



Mental Health Reform

Promoting Improved Mental Health Services

Mental Health Reform Policy on Handling Feedback and Complaints about MHR

Mental Health Reform is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

Mental Health Reform welcomes both positive and negative feedback. Therefore we aim to ensure that:

- it is as easy as possible to make a complaint
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response
- we treat it seriously whether it is made by telephone, letter, fax, email or in person
- we deal with it quickly and politely
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong and information on any action taken, etc.
- we learn from complaints, use them to improve, and monitor them at our Board

If you have feedback or a complaint – Step One

If you do have a complaint about any aspect of our work, you can contact our Director, Shari McDaid in writing or by telephone. Please note that complaints made on Mental Health Reform's social media sites will be referred to this complaints procedure.

In the first instance, your complaint will be dealt with by our Director. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Contact:

Shari McDaid, Director
Mental Health Reform
Coleraine House
Coleraine Street
Dublin 7.
Tel: 01 874 9468
Email: smcdaid@mentalhealthreform.ie

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will endeavor to acknowledge your complaint within 7 days, and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved?

If you are not happy with our response, or your complaint is about the CEO, you may get in touch again by writing to our Chairman at the above address. The Chairman will ensure that your appeal is considered at Board level and will respond within two working weeks of this consideration by Board members.

THIS COMPLAINTS PROCEDURE IS NOT TO BE USED BY MENTAL HEALTH REFORM STAFF.