Complaints & Feedback

At MYND Practice, we welcome feedback and take concerns seriously. We want everyone who uses our service to feel listened to, respected and supported.

If you are unhappy with any aspect of your experience with MYND Practice, you have the right to raise a concern or make a complaint. Raising a complaint will not affect your access to our service.

How to make a complaint

You can raise a complaint by emailing:

complaints@myndpractice.com

Please provide as much information as possible about your concern, including what happened, when it happened and what you would like us to do.

You can also ask someone you trust to support you or make a complaint on your behalf, where appropriate.

What happens next?

We will acknowledge your complaint within **3 working days**, where practicable.

We aim to provide a full response within **20 working days**. If we need longer to investigate your complaint, we will let you know and provide an update.

We will consider your concerns fairly and objectively and, where appropriate, explain what we have found and any actions we will take.

Learning from feedback

We use complaints and feedback to help us identify areas where we can improve our service. Where appropriate, concerns are reviewed as part of our clinical governance and quality improvement processes.

Confidentiality

Information relating to your complaint will be handled confidentially and in accordance with applicable data protection legislation. Information will only be shared where there is an appropriate lawful basis for doing so.

If you remain dissatisfied

If you are not satisfied with our response, please let us know and we will consider whether any further action is appropriate.

If your concern relates to how we have handled your personal information, you can also contact the **Information Commissioner's Office (ICO)**.

We are always happy to hear from you. If something hasn't felt right, please tell us.