

The Sandbox Clinical Governance: Complaints Policy and Procedure

How To Make A Complaint (Information for Service Users)

- A complaint can be made with The Sandbox in writing by emailing sandbox@mindler.co.uk
- All complaints will be dealt with in the first instance by our fully trained staff in Care Coordination, who will aim to help resolve your complaint as quickly and effectively as possible. Where more time is needed for further investigation, the designated Complaints Handler will keep you up-to-date every step of the way.
- The Sandbox will send a written acknowledgement of your complaint within two working days of being received. Any further communication will keep you updated with any actions taken and timescales involved, so you know how your complaint is being dealt with.
- In the event that you are not satisfied with the outcome of the complaint, the complaint will be reviewed by the Head of Children and Young People's Services.
- If the complaint relates to your therapist, Care Coordination will work with you and liaise with the Senior Clinical Team to help resolve the complaint.