

CALM COMPLAINTS POLICY

1. The Advisor, on receiving a complaint should remain composed and professional. At no time should an Advisor remonstrate with a caller.
2. If the complaint is in relation to a television/radio broadcast then the caller should generally be referred to the Duty Office of the broadcaster. In the case of the press, the caller should be referred to the press complaint's commission. The only exception may be if the article was a press release by The essentiagroup, in which case special guidelines will be issued.
3. If the complaint is in relation to the helpline itself or any aspect of the CALM service, information provided, the website and so on, the Advisor should talk the issue over with the caller and try to reach a satisfactory solution.

If a caller is unhappy about a matter that is not within the actual remit of the line, the Advisor should try to explain the purpose of the line clearly.

4. If the caller is still not satisfied then the QOM should be called to deal with the matter.
5. If the caller is still not satisfied after discussion with the QOM, then they should be advised that they may put their complaint in writing to:

Senior Quality Operations Manager
CALM
PO Box 4000
GLASGOW G3 8XX

or fax it to: 0141 568 4001

or email: janepowell@thecalmzone.net

6. **A written reply to any complaint received is guaranteed within 28 days of receipt of the complaint.**
7. All complaints (whether dealt with by the Advisor, QOM or through written correspondence) should be recorded, at each complaint stage, on the complaints form. The form should explain when the complaint was made, whom it was made to, and what the complaint was about. The response to the complaint and the person responsible for making that response should also be recorded on the same form.
8. **A copy of each complaint form should then be circulated to the CALM Account Manager. The Account Manager has responsibility for passing on any complaint received to COI. A summary report on the number of and reasons for complaints should be provided with the current monthly call line statistical reports to COI.**
9. **If the caller is still unhappy with the written response from The essentiagroup the Account Manager shall refer the complaint to COI who will work with the National**

CALM Development Co-ordinator and NIMH to solve the issue. The National Development Coordinator will work directly with NIMH to solve the issue within 4 weeks.

10. Any written complaints about the website or the CALM service beyond the remit of the helpline should be referred to the Account Manager. This complaint shall then be directed to the National Calm Co-ordinator and COI.