



Complaints, Compliments & Feedback

Have feedback on a course you've attended, service you've received, or team member you've worked with?



At Mind in Salford we welcome all feedback. This helps us continuously improve the work we do to provide mental health services, deliver affordable, comprehensive training, and campaign for change within Salford to make local voices heard.

**Give us a call on 0161 710 1070 or email us at
admin@mindinsalford.org.uk**

If your complaint hasn't been resolved informally, then you can launch a formal complaint.

You can do this by letter, email, over the phone, or via a discussion in person. The formal complaint form is available on our website.

We aim to investigate and reply to your formal complaint within 3 weeks of receiving it.

If you are not happy with the outcome of your formal complaint, it can then be sent for senior review, and then consequently appeal if you are not happy with the outcome of the review.

For more information and our full policy, visit our website.

Formal Complaint



Investigation



Reply (within 3 weeks)