UMID
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Email: umid@umid.co.uk Phone: 01962 435090
https://umid.co.uk

UMID - Complaints Information Leaflet

Listening to Your Concerns

Introduction

At UMID, we are committed to continuously improving our services. We recognise that we may not always get things right, and we value your feedback—whether positive or negative—as it helps us to learn and do better.

If you are unhappy with any aspect of our service, we encourage you to speak directly with the person you have been dealing with, explaining what you were dissatisfied with and what outcome you are hoping for. We will do our best to resolve the issue with you promptly.

How to Make a Complaint

Complaints should be submitted by email to **umid@umid.co.uk**.

If you are unable to put your concerns in writing, you may contact us by phone on **01962 435 090** (Monday to Friday, 10am–2pm). If we are unable to answer your call, please leave a voicemail stating that you would like a call back to make a complaint. A member of the team will get back to you as soon as possible.

Who Can Make a Complaint?

Anyone who feels negatively affected by any part of our service may raise a concern or make a complaint. If you are submitting a complaint on someone else's behalf, we will need their consent before we can proceed.

Please be assured that raising a complaint will not affect the quality of care or service that you—or the person you are supporting—receive.

We kindly ask that complaints are raised within **six months** of the issue occurring, unless there are exceptional circumstances.

What Happens Next?

Once we receive your complaint, we will speak with the relevant staff and clinicians involved to understand what happened. We will then work with you to find a resolution.

Most concerns are resolved at this stage through open discussion and collaborative problem-solving.

Response Times

- You will receive an **acknowledgement** of your complaint within **three working days**.
- A full written response will be provided within **20 working days**, unless there are exceptional circumstances. If we need more time, we will keep you informed throughout the process.

What If I'm Not Satisfied With the Response?

If you are unhappy with our response, you can request a review. A senior, appropriately qualified person—who was not involved in the initial investigation—will conduct the review to ensure the process was fair and transparent. If needed, they may revise the original response.

If you remain dissatisfied after this internal review, we will refer your complaint to the **Independent Sector Complaints Adjudication Service (ISCAS)** for independent resolution. Full contact details for ISCAS will be provided at that stage.

Confidentiality

Your complaint will only be shared with team members directly involved in investigating and resolving the issue. All concerns are handled with the highest degree of confidentiality and professionalism.

A Culture of Mutual Respect

We are committed to working with you respectfully and professionally, and we ask the same in return. A constructive, respectful approach helps us to resolve matters more effectively and learn from the experience to improve our services.

All complaints and learning points will be reviewed as part of our internal governance processes.

Contact Us

Email: umid@umid.co.uk

Phone: 01962 435 090 (Monday to Friday, 10am–2pm)