

Something not right?

Giving feedback and making complaints about your service



What can I give feedback or complaint about?

You can speak up about any aspects of your mental health service from the care you receive to how the service is run. Giving feedback is really useful as it helps the service get better. You should never feel guilty about making a complaint.

When is the right time to make a complaint?

It's never too soon to speak up. There will often be ways to sort things out quickly.

Who can I complain to?

You should complain to the service directly by writing a letter or email, or talking to your clinician or someone else at the service. Your local Healthwatch can help you make your complaint.

Can someone complain for me?

Yes, a family member, friend or someone else you trust can make a complaint for or with you if you ask them to.

What will happen if I make a complaint?

Giving feedback or making a complaint should never affect the care you receive. It will be looked into and your views will be taken seriously. You will be kept up to date about any decisions and actions from your complaint.

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