



RIGHTS TO COMPLAIN TO CARE QUALITY COMMISSION

If you have a complaint about your treatment under the Mental Health Act you can ask the Care Quality Commission to help. The Commission is an independent body which makes sure that mental health law is used correctly and that patients are cared for properly while they are kept in hospital or are on guardianship or on supervised community treatment.

You can write to them at:

Care Quality Commission
The Belgrave Centre
Stanley Place
Talbot Street
Nottingham
NG1 5GG

Or you can telephone them on: 0115 873 6250

You can contact the Commission while you are still being kept in hospital or on guardianship or on supervised community treatment. But you can also contact them later, if you want to.

Commissioners visit hospitals regularly to meet patients and check that they are being treated properly under the Mental Health Act. If you are in hospital when a Commissioner visits, you can speak to them then. The ward manager can tell you the date of the next visit.

You may find that your complaint can be sorted out sooner if you raise it first with the people responsible for your care. They can also give you information about the local complaints procedure, which you can use to try to sort out your complaint locally.

Contact Peter Edwards Law - Your Local Solicitors

Fighting to protect people's rights is our sole purpose. Whether you are suffering from a mental health issue or have a family member who is incapacitated you are entitled to be treated fairly, with dignity and respect like anybody else.

You can talk to us by calling **0151 632 6699** or email us at law@peteredwardslaw.com.