



Making a complaint if you are not happy with the way the **Mental Health Act** has been used



The first step is to give your complaint to the service that gave you care that you are not happy with. This is called a local resolution.



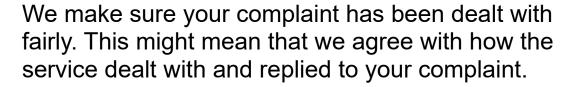
You can ask for an independent mental health advocate (IMHA) to support you to make your complaint. They can give you information and help you with your rights.



If you are not happy with the service's reply, the Care Quality Commission can look at your complaint.



We decide whether it is something we can help with. If we cannot help, we will tell you why not and whether anyone else might be able to help you.





You can read more about this on our website: www.cgc.org.uk/contact-us/how-complain/ complain-about-use-mental-health-act



Call us: 03000 616161



Email us: MHAEnquiries@cqc.org.uk



Write to us:

Care Quality Commission, Citygate, Gallowgate, **Newcastle upon Tyne, NE1 4PA**