

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 can't help, we will tell you why not and whether anyone else might be able to help you.



We make sure your complaint has been dealt with fairly. This might mean that we agree with how the service dealt with and replied to your complaint.



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