

Complaining about the use of the **Mental Health Act?**

The Care Quality Commission protects the rights and interests of people who are detained in hospital under the Mental Health Act.

We can look into complaints from, or about, people who are, or have been:

- Detained in hospital.
- Subject to a Community Treatment Order.
- Subject to guardianship.

If you ask us to investigate a complaint, we will usually ask you to complain first to the managers of your NHS or private hospital. If you need us to, we can help you, or tell you who else could help you do this.

Our job is to ensure that your complaint has been dealt with justly and fairly.

How to contact us

Call us on **03000 616161** and press '1' to speak to the mental health team.

Write to us at:

**CQC Mental Health Act
Citygate
Gallowgate
Newcastle
NE1 4PA**

Email us at:

enquiries@cqc.org.uk

Or fill out a 'Tell us your experience' form on our website:

www.cqc.org.uk