

## YOUR RIGHT TO COMPLAIN TO THE CARE QUALITY COMMISSION

(Sections 120 and 134A of the Mental Health Act 1983)

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  
Maid Marian House  
56 Hounds Gate  
NOTTINGHAM  
NG1 6BG

Or you can telephone them on: 0115 943 7100

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.

**Further help and information**

Please ask if there is anything in this leaflet you do not understand or if you have other questions that this leaflet has not answered.

Please ask if you would like another copy of this leaflet for someone else.