

# 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  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 61 61 61  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)

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.



Follow us  
@ntwnhs

Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre  
Tel: 0191 246 7288

Published by the Patient Information Centre  
2021 Copyright, Northumberland, Tyne and Wear NHS  
Foundation Trust

Ref, PIC/216/0321 February 2021 V6

[www.ntw.nhs.uk](http://www.ntw.nhs.uk) Tel: 0191 246 7288

Review date 2024