

If you have a complaint about any publically funded mental health service make sure you let Healthwatch know about it. Your complaint will be logged to enable us to keep track on how the services in Sunderland are performing.

Telephone: 0191 514 7145 Email: healthwatchsunderland@pcp.uk.net Website: www.healthwatchsunderland.com Open: Mon - Fri 9am - 5pm

If you have concerns about any aspect of your care, or the service you receive it is best to speak to a member of staff involved with your care. Make an appointment so they have allocated time to spend with you. Take a list with you to ensure you cover all aspects of your complaint. Take notes during your meeting and ensure you add the date to your notes. If this discussion is not helpful, you may want to make a formal complaint. All organisations will have their own complaints procedure, ask for a copy so you can be clear on how your complaint will be handled by the service.

Contact the Northumberland Tyne & Wear Trust Complaints Department

Telephone: 0191 245 6672

Email: complaints@ntw.nhs.uk

Open: Mon - Fri 9am - 5pm

Or the Patient Liaison Service (PALS) - offer confidential advice and support to help you to sort out any concerns about your care.

Telephone: 0191 566 7074 or

Freephone: 0800 328 4397

Email: pals@ntw.nhs.uk

Open: Mon - Fri 9am - 5pm

Do you need support to make your complaint?

If you need support to make a complaint and you have been detained under the Mental Health Act or if you have been assessed as 'lacking capacity' to make specific decisions then contact:

Total Voice

Telephone: 0191 543 7890

Email: totalvoicesunderland@voiceability.org

Website: www.voiceability.org/services/sunderland

Open: Mon - Fri 9am - 5pm

If your issue has not been resolved contact the Parliamentary & Health Service Ombudsman

You can complain to them if an organisation has not acted properly or fairly or has given you a poor service and not put things right. They make final decisions on complaints that have not been sorted out by the NHS in England, UK government departments and some other UK public organisations.

Telephone: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Website: www.igo.org.uk

Open: Mon - Fri 8.30am - 5.30pm

You can also report your concern with the Care Quality Commission (CQC) here: www.cqc.org.uk/contact-us