

## Your right to complain to the Care Quality Commission (CQC)

### (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  
The Belgrave Centre  
Stanley Place  
Talbot Street  
Nottingham NG1 5GG

Or you can telephone them on: 0115 873 6250

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.

### **Other formats**

This information is available in alternative formats such as large print or electronically on request. Interpreters can also be booked. Please contact the Patient Advice and Liaison Service (PALS) offices, found in the main reception areas:

## Conquest Hospital

Email: [esh-tr.palsh@nhs.net](mailto:esh-tr.palsh@nhs.net) - Telephone: **01424 758090**

## Eastbourne District General Hospital

Email: [esh-tr.palse@nhs.net](mailto:esh-tr.palse@nhs.net) - Telephone: **01323 435886**

After reading this information are there any questions you would like to ask? Please list below and ask your nurse or doctor.

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### Reference

Written by: Sussex Partnership Trust

Updated to ESHT requirement by: Brenda Lynes-O'Meara: Assistant Director of Nursing (Safeguarding)

The following clinicians have been consulted and agreed this patient information:  
Sussex Partnership Trust, Adult Safeguarding Service, Children Safeguarding Service, Patient information group, Consent group, Medical Team

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Responsible clinician/author: Brenda Lynes-O'Meara: Assistant Director of Nursing (Safeguarding)

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