



HEAR US
Croydon's Mental Health Service Users Group

www.hear-us.org
hear.us@hear-us.org
020 8681 6888

Hear Us Complaint Form

Please use this form to tell us about your complaint
If you're not sure about anything, or have difficulties filling in this form, please call **020 8681 6888**.

First, please give us your details

Name:

Job Title:

Department:

Your Address

Telephone:

Mobile:

Email:

Please give details of your complaint, including details of the person and/or service you are making a complaint about.



Hear Us

To promote, educate, communicate and empower,
For the benefit and interest of people affected by mental health issues

Please continue on another sheet if necessary



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Please enter the start date that applies to your complaint:

Please enter the last date that applies to your complaint:

Please read and sign this declaration

- I'd like the Hear Us Coordinator to look into my complaint.
- To the best of my knowledge, all the information I've given you is accurate.
- I understand that you usually resolve complaints by phone, letter and email.
- I understand that you will need some personal details about me, that you might need to share information

Signature

date

Finally, post to ...

Hear Us
Confidential
Orchard House
15a Purley Road
South Croydon
CR2 6EZ

please tick to show you have ...

enclosed copies of other relevant information

Included everything you want to tell us about your complaint.

020 8681 6888

complaint.info@hear-us.org

www.hear-us.org/complaint

- We will use the details you give us on this form to see if we can help you with your complaint.
- We may need more information from you.
- If we can't help you, we will give you the chance to query anything you don't understand or agree with.