



HEAR US CROYDON

Croydon's Mental Health Service Users Group
www.hear-us.org
info@hear-us.org
020 8681 6888

Hear Us

QUALITY MANUAL



Section G Commitment to Quality

G.1.2 Complaints Form

AGREED DATE:	10/12/2020
LAST DATE OF REVIEW:	25/04/2024
NEXT REVIEW DATE:	25/04/2024
VERSION #:	V8



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

Telephone: 020 8681 6888
Email: AQS@hear-us.org
Website: www.hear-us.org
Registered in England No. 6891337
Charity No.1135535



Hear Us

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

Hear Us Complaints Form

Our ref:

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	
Title		
First Name (s)		
Surname		
Occupation		
Address for writing to you (include postcode)		
Day Phone		Your Mobile
Home Tel		Your Email

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



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Please continue on another sheet if necessary

Working Together for Change and Better Understanding in Mental Health



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Time period that applies to your complaint:

from

to

day	month	year

Please read and sign this declaration

"I'd like the Hear Us CEO 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

You need to sign, even if someone else is complaining on your behalf. This shows you have given them your permission to complain for you.

please tick ✓ to show you have ...

Enclosed copies of other relevant information.

Included everything you want to tell us about your complaint.

Please Print and Post or Email this form and any supporting evidence to:

CEO

Confidential

Hear Us

Orchard House

15a Purley Road

South Croydon

CR2 6EZ

020 8681 6888

complaints@hear-us.org

www.hear-us.org/complaints

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.

Working Together for Change and Better Understanding in Mental Health