



# HEAR US CROYDON

A Voice for Change in Mental Health

## Hear Us QUALITY MANUAL



### Section G Commitment to Quality G.1.2 Complaints Form

|                      |            |
|----------------------|------------|
| Agreed Date:         | 10/12/2020 |
| Last Date of Review: | 07/01/2026 |
| Next Review Date:    | 07/01/2027 |
| Version #:           | V10        |



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

Telephone: 020 8681 6888  
Email: [hello@hear-us.org](mailto:hello@hear-us.org)  
Website: [www.hear-us.org](http://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*

Lived Experience Leading Change



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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** Click or tap to enter a 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**

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 15a Purley Road  
 South Croydon  
 CR2 6EZ  
 020 8681 6888

[complaints@hear-us.org](mailto:complaints@hear-us.org)  
[www.hear-us.org/complaints](http://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.

Lived Experience Leading Change