



HarleyMindCare

Empowering Minds, Transformation Lives

It's OK to Tell Us

How to make a complaint



This little book is for you.

It tells you what to do if you are not happy about how we look after you at Harley Mind Care.






For children and young people

(Ask a grown-up if you need help reading this.)

A complaint is when you tell someone:

A complaint is when you tell someone:

-  something is wrong
-  something has upset you
-  you are not happy about something we did



Telling us is a **good thing**. It helps us make things better.

It's OK to complain





When you tell us:

- you will not get in trouble
- we will keep looking after you the same as before
- we will listen to you
- we will take what you say seriously



Who can you tell?

You can tell:

-  a grown-up you trust
-  your mum, dad, or the person who looks after you
-  a doctor or nurse at Harley Mind Care
-  an advocate — a special helper whose job is to listen to you



You don't have to do this on your own.

How can you tell us?

You can tell us in lots of different ways:

	Send an email	complaints@harleymindcare.com
	Call us	0207 047 8888
	Write a letter	10 Harley Street, London W1G 9PF
	Tell us in person	When you come to your appointment
	Ask for help	Ask a grown-up to help you tell us

What happens next?

Here is what we will do when you tell us:



1 We say we got it.

Within 3 working days (about half a week), we will write back to say we got your complaint.



2 We listen and look into it.

We talk to the people who looked after you. We try to find out what happened



3 We write back to you.

Within 25 working days (about 5 weeks), we will write to tell you what we found out.



4 We say sorry if we got it wrong.

If something went wrong, we will say sorry and tell you what we are going to do about it.



If we need a bit more time, we will tell you and keep you up to date.

? If you don't like our answer

That's OK too. You can ask someone outside **Harley Mind Care** to look at your complaint.

We will tell you who to talk to. You can also ask:



an advocate



Childline



a grown-up
you trust



Other people who can help you



Childline

 0800 1111

Free. Open any time, day or night. They listen to children.



NSPCC

 0808 800 5000

For grown-ups who are worried about a child.



Healthwatch

 03000 683 000

They listen to people about how doctors and clinics look after them.

Some questions you might have



Q: Will my mum or dad find out?

A: Usually yes. But if you would rather they didn't, you can tell us. We will help you and listen to what you want.



Q: Will my doctor be cross with me?

A: No. Doctors and nurses want to know if something isn't right. They are not going to be cross with you for telling us.



Q: What if I am scared to tell you?

A: You can bring someone with you. You can email us or write a letter instead of speaking. You can take your time. We are here to help you.



Q: What if I don't know all the words?

A: That's OK. Just tell us in your own words. Or draw us a picture. Or ask a grown-up to help. We will understand



**You are not alone.
We are here to listen and help.**

Remember...



It's OK to tell us.



It's OK to ask for help.



It's OK to say what you think.



We are here to listen.



How to find us



Email:
complaints@harleymindcare.com



Phone:
0207 047 8888



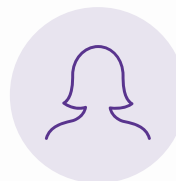
Address:
10 Harley Street, London W1G 9PF



Online:
www.harleymindcare.com/complaint



The person who looks after complaints is
Rawinder Binning



The person who runs the clinic is
Dr Harneet Hundal



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