

## Do you have a complaint?

Help us put it right.

MindWise welcomes complaints as we value everyone who uses our services. Complaints give MindWise the opportunity of trying to put things right. They also give us information about how we can improve our services.

### You can complain by ...

talking face to face  
with a member of staff

telephone

writing a letter

completing the form  
on the back of this card

sending an e-mail

### If you complain you ...

will be ...

treated with respect

listened to

kept informed about the  
progress of your complaint.

**will not be ...**

discriminated against

labelled as a trouble maker

# Please provide us with the following details so we can contact you about your complaint

Name .....

Address .....

.....

Contact number.....

My complaint is :

.....

.....

.....

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.....

.....

Please pass this card to a member of staff in the service you access or alternatively you can post it to our Head Office at the following address

MindWise, Pinewood House, 46 Newforge Lane,  
Malone Road, Belfast BT9 5NW

Telephone Number 028 90 402323

[complaints@mindwisenv.org](mailto:complaints@mindwisenv.org)

Transforming lives and developing new visions for mental health by challenging stigma and discrimination and providing quality services and support

Registered with the Charity Commission for Northern Ireland NIC103469.

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Registered Office: Pinewood House, 46 Newforge Lane, Malone Road, Belfast BT9 5NW.

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