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 ......................................................................................................................................
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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

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

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