

# Complaining to the Care Quality Commission



East London   
NHS Foundation Trust

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# Complaining to the Care Quality Commission



The Care Quality Commission (CQC) is an independent group. Their job is to make sure:



- the Mental Health Act is used properly



- patients in hospital are cared for well



- people with a guardian get good support



- people with a community treatment order are cared for properly.



You have the right to complain to the CQC about your treatment under the Mental Health Act.



You can write to them at:

Care Quality Commission  
Maid Marian House  
56 Hounds Gate  
Nottingham  
NG1 6BG



You can telephone them on:

0115 943 7100.



You can contact them while you are in hospital, with a guardian, or being treated in the community. Or you can contact them later.



The CQC visit hospitals to meet patients and talk with them about their care. You can speak to them when they visit. The ward manager can tell you when they will visit next.



Hospital staff may be able to sort out any problems quickly. Try talking with them first.



Staff can give you information on how to complain to the hospital.



## How to find out more



Please ask the person who gave you this leaflet or other member of staff if:

- you do not understand anything



- you want to ask any questions



you want a copy of this leaflet for someone else.





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