

COMMENTS/COMPLIMENTS/COMPLAINTS

At Together, we welcome comments, compliments and complaints from people using our services, your carers, relatives and friends, and the people we come into contact with in our work. These help us to see what we are doing well and where we can improve.

We're sending out self-sealing freepost envelopes to make it easier for you to tell us how we're doing which will be available in services. However, if you have a comment/compliment/complaint about our service, you can also:



Tell a staff member



Telling a staff member at the service is often the quickest way to resolve a problem. If you make a complaint, it will be dealt with fairly and you will be kept informed about what's happening as we work to resolve your issue. Staff are always happy to receive compliments and comments.



Write to us



If you don't feel happy sharing your comment or complaint with staff, you can write to, phone or email Together Head Office. There is a standard form for comments available at the service or from a staff member. See contact details at the bottom of the page.

**Post: Together for Mental Wellbeing,
12 Old Street, London, EC1V 9BE
Email: contact-us@together-uk.org
Phone: 020 7780 7300**

