

Comments, compliments and complaints

We welcome comments, compliments and complaints from people using our services, their 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 or complaint about our services, 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.

Contact National Office

If you don't feel comfortable sharing your comment or complaint with staff, you can write to, phone or email Together's National Office. There is a standard form for comments and complaints available at each service, from a staff member or on Together's website. See below for our National Office contact details:

Post: [Together for Mental Wellbeing](#)

[52 Walnut Tree Walk](#)

[London SE11 6DN](#)

Phone: [020 7780 7300](tel:02077807300)

Email: contact-us@together-uk.org