

Writing a complaint to CAMHS

Fill in the blank spaces below with as much detail as possible. We've given more information about how to write your email or letter in the square brackets.

Complaint template email or letter for CAMHS

You can use this template to send an email or write a letter.

To: _____ [this will be their personal email address, or the service's]

Subject line: Complaint about _____

Date: [if you're writing a letter on paper, remember to include today's date]

Dear [put their name if you know it, or the name of the service],

This is a formal complaint. I would like it to be investigated and resolved.

My mental health problem is /I've been receiving support from your service for _____. It affects my life because_____.

The problem I want to complain about is_____.

The things I have already done to try to resolve this complaint are _____ [for example, talking to your CAMHS team].

What I would like to happen next is_____ [for example, changing the type of your appointments, working with a different therapist, or getting an apology for how you've been treated].

I would like you to contact me by _____ [for example phone, email, post, or arranging to meet in-person].

My contact details are: [put your contact details here].

Please can you confirm that you have received and read this complaint?

Thank you,

[write your name here – you can also include the name of a family member or advocate if you have someone supporting you]