Mumbles and grumbles
A guide for young people, families and carers

Live your life
Have you got something to say?
Who can I tell or write to?

A doctor
The manager/team leader
An advocate
A teacher
Your parents or a family member
Your named nurse or someone else on the ward
Your social worker
Anyone you can trust
The complaints department
Your key/support worker
A friend
Will I get into trouble or get someone else into trouble?

No, you will not get into trouble but it will help you feel better and it will help us to improve the services that we provide.

Please don't worry about getting someone into trouble. The most important thing is that you let us know if you are worried about something.
Will it take long?

Some things can be sorted out quickly.

Other things may take a little longer.

You will be told what is happening.

And if we are unable to sort it out straight away, we will write to you and let you know just as quickly as possible.
How do you feel now?

I am happy! :-)

We are grateful for your comments which have helped us to make things better for everyone.

I’m still unhappy! :-(

We are very sorry to hear this. You can if you wish write to the Manager, get someone to write for you or contact the complaints department.
Contact us

For more information please contact us by:

Email: complaints@priorygroup.com

Write to:
Priory Head Office
Floor 5
Hammersmith Road
London
W14 8UD