

Enquiries and Complaints Process

Informal
complaint or concern

*MHU
general matter*

CV and/or
consumer
speaks to
primary nurse or
social worker

*MHU or other CAMHS team
medical care*

CV and/or
consumer
speaks to doctor

*Another CAMHS team
matter*

CV and/or
consumer
speaks to case
manager

*If still
unresolved,
discuss with:*

CNM

Consultant or
Clinical Director

Team Leader

*May be upgraded to a formal
complaint if still unresolved at
this stage*

Enquiries and Complaints Process ...

Complaint or enquiry of a more **serious** nature, or unresolved through direct negotiation

Mutual decision between consumer, CV and responsible manager regarding mediation, investigation or other means to resolve

