

## Comment

We value your views of our service and would like to hear from you if you have an idea on how we can develop or change the service. We are always open to suggestions and welcome any ideas that you may have as to how we could improve.

## Complaint

A Manager will look at your complaint and see if it is upheld. We may need to talk to various people to get information on what has happened, but we will try to finish this process within a maximum of 28 days. We will let you know the outcome of your complaint in writing. If we decide that your complaint is upheld or partly upheld, then we will tell you what we plan to do to put things right.

## Compliment

It's great to hear what you think is going well and we would really like to hear from you.

All feedback that we receive is considered when we are changing and developing our service.

## Contact Us

Havant and East Hants Mind  
Leigh Park Community Centre  
Dunsbury Way, Havant,  
Hampshire, PO95BG  
02392498916  
[info@easthantsmind.org](mailto:info@easthantsmind.org)  
[www.easthantsmind.org](http://www.easthantsmind.org)  
Charity No: 116301



## Hampshire and IOW CYP Crisis Hotline





At HEH Mind we work to promote good mental health within our locality. We seek to support and empower people to lead a full life as part of their local community.

## What can you do to help others?

- Just listen
- Provide welcoming and non judgemental environments
- Check in on friends and family
- Inform friends and family about information, campaigns and services
- Don't feel like you have to have all the answers



If you would like to access the Hampshire and IOW CYP Crisis Line please call: 0300 303 1590

## Hampshire and IOW CYP Crisis Line

Our free crisis line for children and young people in Hampshire and the Isle of Wight launched on 4th May 2020.

This service is a telephone support service for Children and Young People aged 11 – 17 years old in Hampshire and the Isle of Wight; who are experiencing mental health crisis.

Through the crisis line callers will have immediate access to:

- One to one confidential, emotional support
- Advice on healthy coping skills and resources
- Signposting to useful apps and websites



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