

## How to make complaint, or leave a compliment, about Barnet Enfield Haringey - Mental Health Trust (BEH-MET)



If you have a complaint about  
Physiotherapy



Speak and language therapy



Mental health support



Or Podiatry

(looking after your feet)



You should contact the

Barnet Enfield Haringey - Mental  
Health Trust

BEH-MET



You can phone them

0208 7024700



Or send them an email

[beh-tr.patient.experience@nhs.net](mailto:beh-tr.patient.experience@nhs.net)



Or write to them:

Barnet, Enfield & Haringey Mental  
Health NHS Trust  
P2 (Old Audiology)  
St Ann's Hospital  
St Ann's Road  
London  
N15 3TH



If you have a complaint, or a  
compliment about specialist  
services like:

Eating disorders.



Forensic services.



Substance misuse.



Fixed Threat Assessment Centre.



Call the complaints manager on  
0208 702 3839



If you are not happy with their response you can contact:

The Parliamentary & Health  
Service Ombudsman



You can phone them on

0345 015 4033



Email them at

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Or write to them:

Milbank Tower  
30 Millbank Tower  
London  
SW1P 4QP



## IMPORTANT

Complaints need to be made within **12 months** (one year) of the date the problem happened.



They will let you know within three working days that they have received it.



They will give you a full reply within 35 working days (about five weeks)

## NEED MORE HELP?



If you need help, ask for an Advocate.



See our video on our website for more information about Advocacy.



Or Contact Healthwatch Enfield for more information:



By telephone on

020 8373 6283



Monday to Friday

Between 9am - 4pm



Or text us on 07526 645 683



Or send us an email at

[admin@healthwatchenfield.co.uk](mailto:admin@healthwatchenfield.co.uk)



Or write to us

(no stamp needed) at:

FREEPOST RTGT-SRCL-ABRS Healthwatch  
Enfield  
Community House  
311 Fore Street  
London  
N9 0PZ

