

Mindline Cumbria

Do you need to talk?
Feeling alone or in crisis?
Call MindLine Cumbria on
0300 561 0000
Text 'Mind' and your question to 81066
For Web Chat visit:
www.mindlinecumbria.org
Email info@mindlinecumbria.org

We offer information, support and guidance about mental health issues over the telephone, via text or email. We want to take time to listen to you and to understand your situation.

A wide range of information is available on our website www.cemind.org

MindLine Cumbria is open
Monday - Friday 12 noon -11pm Saturday
& Sunday 5pm - 11pm

Contact us:

Carlisle Eden Mind
27 Spencer Street
Carlisle
CA1 1BE

Tel: 01228543354
Email: enquiries@cemind.org
Web: www.cemind.org



Compliments,
concerns &
complaints

Carlisle Eden Mind is a registered charity – No. 1113549

Compliments, concerns & complaints

We welcome compliments, concerns & complaints. They are a valuable way of evaluating and improving our services.

Want to give us a compliment?

Compliments are as important as concerns, in shaping the way we carry out our work. Let us know about something good we have done please email us: enquiries@cemind.org



How to contact us?

The first step is to talk to a member of Carlisle Eden Mind staff. This can be done quite informally, either directly or by telephone on 01228 543354.

All compliments, concerns and complaints we receive are treated in confidence.

Alternatively you can email enquiries@cemind.org



Complaints & concerns

Who can make complaints?

Anyone affected by the way Carlisle Eden Mind provides services can make a complaint.

How will my complaint be handled?

We will try to resolve the problem on the spot if we can. If we cannot do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for responding to you.



Formal complaints

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give him/her a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in writing to the Business Manager at Carlisle Eden Mind.

To request a copy of our full complaints procedure please email: enquiries@cemind.org