

*(The transcript of the handwritten complaint addressed to Mount Carmel Customer Care is provided at the end of this document.)*

Reference No. MHS/COMPL/ \_\_\_\_\_/20\_\_\_\_\_

**Complaints / Compliments  
Mental Health Services**

**Customer Care Unit  
Mount Carmel Hospital  
Attard**

**Tel: 23304444/5**

Kindly fill in this form if you would like to submit a complaint/compliment. Personal details and contact numbers are optional.

Date: 13-Jan-26

Ward/Unit/Clinic/Centre/Other: Male Ward 1

Name and Surname: Nicholas Grech I.D. No. 435076M

Address: \_\_\_\_\_  
\_\_\_\_\_

User/Relative/Staff/Responsible Carer/Other – please specify: \_\_\_\_\_

Date & Time of incident (if applicable): 13-Jan-26

**Complaint / Compliment:**

Għal darb'ohra qed nerga ntenni liessdutawent ma nrrdy  
nubga' lejt it 'Psikjatra Joseph Spiteri u d- deqstant  
tobba kollha f'ohra trestu. Tiste' gatt timagine mera  
mawta f'f'kella ft-istess dor tar-ragel li jsew-wetta,  
mhux kollha kordura psikologike zejda għalik u lok b'ixx  
li-ragel aktar jadduzzabit- l'ohra kollha jaf li kedd  
ma jista' għalik u kadd me jzzerda jgafli?  
Kif gatt jista' jkun li nithalla allura lejt Spiteri  
li kelli vendikattivament digi impona fuq mat-8  
restriction of communication orders u hu kelli  
vendikattiv; li minkejja li dan 17-8 waha(PTO)

Receiving Officer: Name, Surname & Grade: \_\_\_\_\_

Date: \_\_\_\_\_

Acknowledgement sent on \_\_\_\_\_ by \_\_\_\_\_

Data Protection Statement: All personal data requested is for the purpose of providing you with health care services as necessary. It is processed in accordance with the Data Protection Act and as permitted by law. Further information about your data can be obtained on request.





### ACKNOWLEDGEMENT OF COMPLAINTS

Ref No: MCH 128/25.

Date: 14/1/26.

MW1.

Dear MR. Nicholas Grech

You may please wish to be informed that Customer Care Office has received your complaint regarding change of consultant

The Customer Care Unit is currently investigating the circumstances surrounding your query / difficulty and you will eventually be given feedback within 10 days.

Your concern is of importance to our service and we appreciate your patience while we explore your complaint.

For further queries please contact our office on 2330 4444 / 5

Sign:

Name & Surname:

JAMES CRAHAN,

Customer Care Officer

Mental Health Malta

[customercare.mhs@gov.mt](mailto:customercare.mhs@gov.mt)

**Client Support**  
Mental Health Services

## Complaint Customer Care, Mount Carmel Hospital, Attard

**Date:** 13-Jan-26,

**Ward:** Male Ward 1,

**Name and Surname:** Nicholas Grech,

**I.D. no:** 435076M,

**Date and time of incident:**

Ghal darb'ohra qed nerga nteni li assolutament ma nridx nibqa' taht il-[Psikjatra Joseph Spiteri](#) u d-daqstant tobba kollha hdura tieghu. Tista' qatt timmagina mara msawta tithalla fl-istess dar tar-ragel li jsawwatha, mhux kollha tortura psikologika zejda ghalha u lok biex ir-ragel aktar jabbuzaha bil-liberta kollha jaf li hadd ma jista' ghalih u hadd ma jazzarda jiqafu? Kif qatt jista' jkun li nithalla allura taht Spiteri li hekk vendikattivament diga impona fuqi mat-9 restriction of communication orders ([4](#), [5](#), [6](#), [7](#), [8](#), [9](#), [10](#), [11](#), [12](#)), u hu hekk vendikattiv li minkejja li din it-9 wahda ([12](#)) skadit fis-7-Jan-26 tul t'erba' gimghat, xorta baqa' jzommni maqful u bl-ghassa b'nurse fuqi 24x7 minkejja li dejjem u bhal dejjem gibt ruhi sew, il-hin kollu mixhut go sodda nghodd il-minuti forsi jghadd l-hin, u dan ghax vendikattivament ghall-ennezina darba [ktibt lill-Customer Care fl-4-Jan-26](#) nitlob biex ma nibqghax tahtu, taht Spiteri u kont ktibt biex naqleb taht Giovanni Grech, hallini allura vendikattivament maqful bhal animal bejn l-4 hitan tal-Ward, bla permessi, m'ghandi xejn x'naghamel, jew nibla d-dhahen tas-sigaretti t'ohrajn jew mixhut gos-sodda kif diga ghidt, bla ebda access ghall-ezercizzju fiziku, etc. Bhallikieku ma kienx bizzejjed li apposta u hekk vendikattivament, biex juri safejn tasal il-hdura tieghu, dan Spiteri fottili l-festi ta' darba f'sena tal-Milied u l-1 tas-sena ([12](#)). Ghaldaqstant qed nerga nteni li nrid naqleb taht Giovanni Grech, u kif diga accennajt, li ninata protezzjoni minn dan Spiteri, u mhux ghax sempliciment qed niktibilkom, jerga aktar jivvendika ruhu minni, addio s-suppost feedback li suppost taghtu ta' l-ilment fi zmien gimghatejn, ahseb u ara kemm thabblu raskom tiehdu passi fuq l-ilmenti u t-talbiet li nkun ghamilt. X'mhux Customer Care fazul u qed hemm ghall-ghajn. Sa l-ahhar Acknowledgement kelli noqghod nittallab incemplikom biex tibghatuhieli.

Araw li tibghatuli Acknowledgement immedjatament.

— Ikollok [recording](#) bi Spiteri qed jigi kkwoat KEMM JIFTAHAR MAL-ISTAFF li vendikattivament irid izomni maqful ghal dejjem u addirittura poggini fuq ir-Risperdal u baqa' jzid id-doza biex fosthom cans ta' aktar minn 1 minn 10 tqabbdek dipressjoni, mhux sinjali cari aktar minn bizzejjed ta kemm b'kull mezz possibli qed vendikattivament jimbuttani ghas-suwicidju? Allahares tkun marid maghhom ghax aktar ikissruk apposta u bi hdura.

— Ukoll fl-[istess recording](#), Spiteri li tant jitpaxxa jitghajjar bija li jien l-akbar mignun perikoluz!!!

— Spiteri icahhadni mid-dinjita, mill-liberta, u addirittura minn sahnti kkunduzjonat bil-pirmli.

— Il-[Psikjatra Joseph Spiteri](#) hekk ahdar, staff ([Sandro Cortis](#)) fl-istess recording qed jitghajjar bija pazjent bhala "liba", tah is-sodizfazzjon jarani nigi vvendikat ghax irrapurtajtu. Jista' Spiteri jkun aktar irresponsabli minn hekk?