(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-Nov-25

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): 9-Oct-25, 15-Oct-25, 1-Nov-25, 12-Nov-25

Complaint /Compliment:

9-Oct-25 10:45 - sofrejt verbal abuse mingħand 2 staff jgħajruni bojja u nirrekordjahom
15-Oct-25 - għax irrapurtajt l-abbuż lill-awtoritajiet, ħaduli l-permessi kollha, + restriction of communication
1-Nov-25 - jżidduli d-doża tal-pinnoli Rispirdal minn 3mg għal 4mg, żieda ta' 33%
12-Nov-25 - jzidu mgħaħhom il-Haloperidol 5mg - 0.5mg

Nhar il-Ħamis 9 t'Ottubru '25 sofrejt "verbal abuse", allura ikkuntattjajt ma' l-isptar kollu ta' "Zero tolerance to violence + verbal abuse", fejn sa recording (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.

Cont. of report if necessary

ghandi ta' staff jitghajjar / jitghajru bija bhala "iblah" u wiehed minnhom jikkwota lill-Psikjatra Joseph Spiteri li qhalih jien l-"aktar mignun pazjent" u li "sakemm ndum hawn hu jien ma nohrogx minn hawn". Jien kont ghaddejt ir-recordings lill-awtoritajiet biex forsi jiehdu passi, ta' lengas forsi jiehdujom investigazzjoni, izda minflok spiccajt, bhalma gara drabi ohra fil-passat meta b'evidenza rrapurtajt abbuzi, irrivendikat, posthom dan fid-darba billi nqatghad mix-xoghol li kont naghmel bla ebda pretensjoni li nohrog is-sala, inraddaf li nnuzejt ta' l-ikel, inraddaf il-lohrijiet, nikkraxx is-sedda tal-pazjenti, nghin tali pazjent jinhasilu u nqaxxrilhom il-lepja, billi nrecehhad milli nirrocehha / nissepara l-iskart biex spicca maghkom aktar wahdi l-ambjent, zarmawli u qabdu l-locker, hargu t-4 ir-restriction of freedom of communication order, ikkonfiskawli l-mobile u l-laptop fis-safe ta' l-ispetor bil-mobile tieghi bla ma ffirmajt kuxx ok karta. Taf x'wara li hassruhom wif gara fil-passat meta rrapurtajt abbuzi, qatghuli l-permessi kollha (Occupational Therapy, Social Centre, Gym, Main Garden access u l-mixja ta' Jum jin leave accompanied fil-gimgha) neahhad minn kwalunkwe forma ta' komunikazzjoni u zball-eword darba ahhir li nkellem lil tal-familja u nara TV u nqajjt b'nurse haqgi 24x7 (biex tara kemm qed toqwa lill-Grera ir-rivendikazzjoni tieghi, qabuhha "Harm to Self") bir-provokazzjoni ghaddej ghaliex bil-mobile qeddiem u bil-lejl rraqed u jien ninhle e certifikati tas-Sick Leave forsi nadha 3 support xoghol, bla ma niehu l-benefiċċji soċjali ghat-terrun nerd li vvintawli li nbati bih u li fl-1-Nov-25 zieduli r-Risperdal bi 33% minn 3mg ghal 4mg u mit-12-Nov-25 zieduli wkoll il-Haldoperidol 5mg-0-5mg u wahdi fit-12-Nov-25 qabuli apposta maghhi f'MWI pazjent perikoluz Daniel Zammit bhala parti mill-provokazzjonijiet. Sid dagstant tiedi dawl ta' dan kollox li haqqhom mis-sorti, hif ttab rice terzi qed nerga ntenni l-hareja mmedjata li ma ghandhom protezzjoni minn Psikjatra Joseph Spiteri li ghas jaf li ma jista' hadd ghalih, kemple aktar jabbuza minni bil-liberta kollha, ghax jaf sew li bhalma rrapurtajt abbuzi ta' staff, irrapurtajt ohrajn bil-wisq aktar gravi tieghu u ghandu hafna interess jagtalu jinnenfa bl-injections u l-pirmoli u bit-torture psikologika tieghu tieghu.

Nistaqsi: Kienu kienu dak Andrew Azzopardi li postkom irraportu "verbal abuse" hawn tiehdu passi jew tirrivendikaw rehhom minnu

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bhalma ghamlu mieghi: Notlob li b'mod immedjat, minn taht il-Psikjatra Joseph Spiteri, nigi trasferit taht il-Psikjatra Ethel Felice li kienet involuta fil-perizja tat-2 kaz tieghi tal-Qorti, dak tal-2014, nieghu protezzjoni minn l-istess Spiteri u t-tobba dagstant bla skrupli tieghu u qed inzommhom responsabbli tad-dannu kollu f'sahti, psikologiku u fiziku li sofrejt u tat-hafna ohra u kollox jerga' jigi minnu (aktar) minn 15-Oct-25 sakemm jigi investigat il-kaz bil-support

MENTAL HEALTH MALTA

customer care

ACKNOWLEDGEMENT OF COMPLAINTS

Ref No: ____________________

Date: 14/11/25

Dear Mr. 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 15 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: [signature]

Name & Surname Maria [signature]

Customer Care Officer

Mental Health Malta

customercare.mhs@gov.mt

Client Support

Mental Health Services

Complaint Customer Care, Mount Carmel Hospital, Attard.

Date: 13-Nov-25,
Ward: Male Ward 1,
Name and Surname: Nicholas Grech,
I.D. no: 435076M,
Date and time of incident: 9-Oct-25, 15-Oct-25, 1-Nov-25, 12-Nov-25.

Complaint:
9-Oct-25 — sofrejt verbal abuse, nisma' 2 staff jitghajru bija u nirrekordjahom.
15-Oct-25 — ghax via terzi rrapurtajt l-abbuz lill-awtoritajiet, jaqtghuli l-permessi kollha u restriction of communication order.
1-Nov-25 — iziduli d-doza tal- pirmli Risperdal minn 3mg ghal 4mg, zieda ta 33%.
12-Nov-25 — izidu maghhom il-Haloperidol 5mg-0-5mg.

Nhar il-Hamis 9 t'Ottubru 25 sofrejt "verbal abuse", addio il-kartelluni mal-isptar kollu ta' "Zero tolerance to violence and verbal abuse", fejn sa recording ghandi ta' staff jitghajjar / jitghajru bija bhala "liba", wiehed minnhom jikkwota lill-Psikjatra Joseph Spiteri li ghalih jien "l-akbar mignun perikoluz" u li "sakemm idum hawn hu jien ma nohrogx minn hawn." Jien via terzi ghaddejt ir-recording lill-awtoritajiet biex forsi jiehdu passi, ta' lanqas forsi jindenjaw jinvestigaw, izda minflok spiccajt, bhalma gara drabi qabel fil-passat meta b'evidenza rrapurtajt abbuzi, ivvendikat, fosthom din id-darba billi niccahhad mix-xoghol li kont naghmel bla ebda pretensjoni, li niknes is-sala, innaddaf l-imwejjed ta' l-ikel, innaddaf il-lokijiet, nifrex is-sodod tal-pazjenti, nghin tali pazjenti jinhaslu u nqaxrilhom ill-lehja, billi niccahhad milli nirricikla / nissepara l-iskart, biex maghhom anki wehel l-ambjent, zarmawli u qalbuli l-locker, hargali l-11 il-restriction of communication order, ikkonfiskawli l-mobile u l-laptop fis-safe tal-isptar bil-mohbi tieghi bla ma ffirmajt il-karta, taf wara li kissruhom kif gara fil-passat meta rrapurtajt abbuzi, qatghuli l-permessi kollha (Occupational Therapy, Social Centre, Gym, access ghall-Main Garden, u l-mizerja ta' jumejn leave accompanied fil-gimgha), imcahhad minn kwalunkwe forma ta' komunikazzjoni u ghall-ewwel darba anki li ncempel lil tal-familja u nuza TV, mpoggi b'nurse fuqi 24x7 (biex tara kemm qed tiswa lill-Gvern l-vendikazzjon fuqi (gabuha "Harm to Self"), bi provokazzjoni ghaddej jilghab bil-mobile quddiemi u bil-lejl rieqed u jien nimla c-certifikati tas-Sick Leave forsi nsalva s-suppost xoghol bla ma niehu 1c beneficji socjali ghat-turrun mard li vvintawli li nbati bih, u li mil-1-Nov-25 zieduli r-Risperdal bi 33% minn 3mg ghal 4mg, mit-12-Nov-25 zieduli wkoll l-Haloperidol 5mg-0-5mg, u wkoll fit-12-Nov-25 gabuli apposta mieghi f'Male Ward 1 pazjent perikoluz Daniel Lanzon bhala parti mill-provokazzjonijiet. Ghaldaqstant fid-dawl ta' dawn l-abbuzi li komplejt insofri, kif tlabt via terzi qed nerga ntenni l-htiega mmedjata li ninghata protezzjoni mill-Psikjatra Joseph Spiteri, li ghax jaf li ma jista' ghalih hadd, kompla aktar jabbuza minni bil-liberta kollha, ghax jaf sew li bhalma rrapurtajt abbuzi ta' staff, irrapurtajt ohrajn bl-wisq aktar gravi tieghu, u ghandu kull interess joqtolni u jimmankani bl-injections u l-pirmli u bit-tortura psikologika tieghu. Nistaqsi kieku kien Andrew Azzopardi li fosthom irraporta "verbal abuse", kontu tiehdu passi jew tivvendikaw ruhkom minnu bhalma ghamiltu mieghi. Nitlob biex b'mod immedjet, minn taht il-Psikjatra Joseph Spiteri nigi trasferit taht il-Psikjatra Ethel Felice li kienet involuta fil-perizji tat-2 kaz tieghi tal-Qorti, dak

tal-2014, ninghata protezzjoni mill-istess Spiteri u t-tobba daqstant bla skrupli tieghu, u qed inzomkom responsabbli tad-danni f'sahhti psikologici u ohrajn li sofrejt u taf ikolli nsofri aktar, u kollox jerga jigi ghalli kien qabel il-15-Oct-25 sakemm jigi nvestigat il-kaz, kif suppost ilu li sar.