

(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: 4-Jan-26

Ward/Unit/Clinic/Centre/Other: MALE WARD 1

Name and Surname: NICHOLAS GRECH I.D. No. 435076 M

Address: _____

User/Relative/Staff/Responsible Carer/Other – please specify: _____

Date & Time of incident (if applicable): 4-Jan-26

Complaint / Compliment:

Fid-dawl ta' tapt kdura u venhikazzjoni jret fagi mill Psikjatra Joseph Spiteri b'restrizzjoni ta' komunikazzjoni, għalhekk ta' permissi, zieda u dejjem tmissirai b'pessni u injeksjoni u b'kura b'side effects ta' b'z, li jiffattar ma t-troff sbert anki recording tad-9-Oct-25 li għalhekk jien "l-akbar raġunur per ikoloz" u jimbattani b'ix nagħmel suwvidju b'klima b'at "sakemur idurra hawn hwa (Spiteri), jien (Nicholas) ma nrekoż min hawn (Psikjatra Maria Corrado)" u b'xejn anqas dagħstant verbal abuses minn hekkha mill-akbar deġradenti u oxxeri b'hal "Għidli li int marid... " - 6-Jun-24; "... nagħgħidli li it-bajd" - 25-Sep-24; "... b'zoxxak b'kollor nagħgħidli li... " - 26-Nov-25; u fid-dawl ta' dagħstant ichor kdura minn konsulent i chraja li kont ta'khem jiew klibitkhem f'it-passat, b'hal Catherine Pimech (PTO)

Receiving Officer: Name, Surname & Grade: _____

Date: _____

Acknowledgement sent on _____ by _____

Cont. of report if necessary

Chris Roub (meta hien jidher F'ison David (asser) u Anton Grech, nappab
li epparti li nungħata procezzjoni kumulativa n partikolari mill-
Psikjatra Joseph Spiteri, b'mod immedjet neqleb taht il-
konsultant Psikjatra Giovanni Grech li kienet 9-Jan-26 għe
lejn 12:00pm liex jirrevoka l-Category A level b'irrevokament
pazzgħni l-Psikjatra Spiteri għad idheret għingħat, u kienet
FTA minnha ta' konverrenzjoni Fimberin. Anon W
irrevokata Acknowledgement

Nicholas Joch
1-Jan-26



ACKNOWLEDGEMENT OF COMPLAINTS

Ref No: 128/25

Date: 6/01/2026

Dear Mr. N. 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 working 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:

R. Barbara

Name & Surname

Rebecca Barbara

Customer Care Officer

Mental Health Malta

customercare.mhs@gov.mt

Complaint Customer Care, Mount Carmel Hospital, Attard.

Date: 4-Jan-26,

Ward: Male Ward 1,

Name and Surname: Nicholas Grech,

I.D. no: 435076M,

Date and time of incident:

Fid-dawl ta' tant hdura u vendikazzjonijiet fuqi mill-[Psikjatra Joseph Spiteri](#) b'restriction of communication orders ([4](#), [5](#), [6](#), [7](#), [8](#), [9](#), [10](#), [11](#), [12](#)), qtugh ta' permessi, zieda u dejjem ikissruni b'pirmli u taf injections u b'kura b'side effects tal-biza, li jiftahar mal-istaff [skont anki recording tad-9-Oct-25](#) li ghalih jien "l-akbar mignun perikoluz" u jimbuttani biex nagħmel suwiciđu bi kliem bhal "sakemm idum hawn hu (Spiteri), jien (Nicholas) ma nohrogx minn hawn (l-isptar Monte Carmeli)" u b'xejn anqas daqstant verbal abuses minn tieghu mill-aktar degradanti u oxxeni bhal "[Ghidli li int marid..](#)" - 6-Jun-24,

"... [naqtghulek il-bajd](#)" - 25-Sep-24,

"... b'zobbok b'kollox nagtghulek..." - 26-Nov-25,

u fid-dawl ta' daqstant iehor hdura minn konsulenti ohrajn li kont tahtom jew ktibtilhom fil-passat, bhal Catherine Dimech, Chris Roule (meta kien jidher f'isem David Cassar), u Anton Grech, nitlob li apparti li ninghata protezzjoni minnhom, in partikolari mill-Psikjatra Joseph Spiteri, b'mod immedjat naqleb taht il-konsulent Psikjatra Giovanni Grech, li llum 1-Jan-26 gie lejn 12:00pm biex jirrevedi l-Category A Level, kif vendikattivament poggini l-Psikjatra Joseph Spiteri ghal diversi gimghat, u kellna fit minuti ta' konverzazzjoni flimkien. Araw li tibghatuli Acknowledgement.

Nicholas Grech

1-Jan-26