

full-time, as well as some part-time Commissioners, and a more locally focused service. It hopes to undertake more unannounced visiting and to more effectively target areas that cause concern. Where there is blatant bad practice primarily in relation to the Act, the Commission is considering the use of a Commission notification procedure. If not complied with, this could lead to inclusion in the Biennial Report.

Any just system of caring for detained patients must ensure their views are heard, that decisions about them are made in their best interests, and that professionals are able to justify such decisions. The Commission will continue to strive to make an increasingly effective contribution to the achievement of this objective.

Acknowledgement

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Christopher Curran, *Patients Council/Advocacy Co-ordinator*; and William Bingley, *Chief Executive, the Mental Health Act Commission, Nottingham*

Complaints about Mental Health Act Commission visits

A recent complaint by a Member of the College on the methods of a visiting team of Mental Health Act Commissioners to investigate a section 2 detention resulted in an apology to the psychiatrist "for the manner in which the matter was handled on the day". The Commission have expressed the wish to be informed of similar

instances in which their visitors have been felt to have acted inappropriately or insensitively towards patients or staff. In such a case, the complaint should be referred to Mr W. Bingley, Chief Executive of the Mental Health Act Commission, Maid Marian House, Hounds Gate, Nottingham NG1 6BG.