



BESCHWERDE- UND INFORMATIONSTELLE
PSYCHIATRIE IN BERLIN

Psychiatry Complaints and Information Center in Berlin (BIP) – Contact us in case of problems with the psychiatric aid system!

The Psychiatry Complaints and Information Center in Berlin (BIP) is ready to help you if you encounter problems with psychiatric care in Berlin. Together, we can see what can be done and how we can help you. It is our aim to support people in defending their rights and interests against the psychiatric care institutions.

The following persons may contact us ...

- patients who undergo or have undergone psychiatric treatment against their will
- persons seeking psychiatric help
- persons who are denied psychiatric help
- relatives of users of psychiatric help
- employees of the psychiatric help system and adjoining institutions

We offer help in case of problems with ...

- psychiatric hospitals, day-care clinics, institutional outpatient departments
- therapeutic flat shares, assisted individual housing, individual help, contact and counseling centers, occupational day centers and other communal psychiatric institutions
- the socio-psychiatric services in the city districts
- the integration support institutions of the district administrations and other service providers (e.g. health and pension insurance schemes, job centers)
- legal support institutions and district courts
- the forensic psychiatric services
- outpatient-practising psychiatrists

We are ...

an independent institution sponsored by the Land Berlin. Its host structure is Gesundheit Berlin-Brandenburg, a non-profit association which does not offer psychiatric care by itself. Our team includes people having their own experience with psychiatry, staff members with a professional background, and relatives of people concerned.

Contact:

You may contact us via phone, e-mail, fax or mail or visit us during our duty hours. On request, we are ready to treat your problems anonymously. Our staff speaks German, English and Spanish. If you duly inform us beforehand, we can offer you advice in your native language with the help of an interpreter.

Location:

BIP – Beschwerde- und Informationsstelle Psychiatrie in Berlin
Grunewaldstrasse 82; 10823 Berlin

Phone : 030 - 789 500 360

Fax : 030 - 789 500 363

E-mail : info@psychiatrie-beschwerde.de

Web: www.psychiatrie-beschwerde.de

Access to our rooms is barrier-free.

Duty hours:

Mon 10 am – 2 pm

Tue 2 pm – 6 pm

Wed 10 am – 2 pm (consultation by phone only)

Thu 10 am – 2 pm

Appointments at other times may be agreed upon.



BESCHWERDE- UND INFORMATIONSTELLE
PSYCHIATRIE IN BERLIN