

FREQUENTLY ASKED QUESTIONS

What age range do you offer advice for?

We provide free, confidential advice to all parents and carers of young people aged 0-25.

What kind of issues do you support with?

Our advisers are equipped to support you with anything that your child is going through. Including school avoidance, behavioural challenges, worry, ADHD, low mood and much more.

Is there a long wait time on the calls?

We aim to answer our calls as quickly as possible. But if there is a queue you can select the option for a call back within two working days or chat with us online.



IS YOUR CHILD GOING THROUGH A TOUGH TIME?

Call our Parents Helpline on

0808 802 5544

or visit youngminds.org.uk/parents-helpline

🗣️ Free language translation and interpretation services are available.

YOUNGMINDS

What can you support me with?

Our service provides free, practical advice on how you can support your child's mental health. No matter what your child is going through, we are here to guide you when they need you the most.

How can I access the helpline?

You can call our Parents Helpline for free on **0808 802 5544**, speak to us online by scanning the QR code on the back of this leaflet or learn more by visiting: www.youngminds.org.uk/parents-helpline

What happens when I contact you?

However you contact us, you will receive specific guidance from one of our expert advisers that will help you to understand your child's behaviour and give you practical advice on what to do next. All conversations are confidential.

Please note that we cannot advise on medication, counselling / therapy treatments or diagnose mental health conditions.



15,000+

parents and carers supported last year

89%

of helpline users felt more confident after a call

"The person I spoke to was so helpful. She listened and signposted me to a wealth of other resources at a time when I was so distressed I had no idea which way to turn. For the first time, I felt as though there was someone out there for me – who could help me through all this." – Helpline caller

No matter what your child is going through, we're with you.

Learn more

