



call **1800 246 054**
free call from landlines
mhcc.vic.gov.au/form
help@mhcc.vic.gov.au

**Mental Health Complaints
Commissioner**
Level 26, 570 Bourke Street
Melbourne Victoria 3000
T 03 9032 3328 F 03 9949 1506



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Complaints Commissioner*'

Mental Health
Complaints
Commissioner

Making a complaint

Speak up.
your
experience
matters.

Speaking up improves services for you and for other people.

You have the right to speak up

Under Victorian law:

- you have the right to speak up or complain about a public mental health service
- you cannot be treated unfairly because you make a complaint to us.

How to speak up and make a complaint

Talk directly with the service

Every public mental health service must have a process to help you speak up and raise your concerns.

Talk with us. We can:

- help you raise your concerns directly with the service
- work with you and the service to help resolve your concerns
- discuss other options, if we are unable to help.

Who are we?

We are an independent, specialist complaints organisation created by the Mental Health Act 2014 (the Act) to help resolve complaints about Victorian public mental health services and to recommend improvements.

What complaints can we help with?

We deal with complaints about public mental health services in Victoria. This includes publicly funded mental health community support services and NDIS (National Disability Insurance Scheme) funded mental health community support services.

We can help with complaints about your experience with a service, including accessing a service, treatment and care. If we can't help with your concerns, we will do our best to put you in touch with others who can.

Who can make a complaint?

People receiving public mental health services, families, carers, advocates, mental health workers and friends – any person who is genuinely concerned about someone's experience with a public mental health service in Victoria can make a complaint.

What happens if you aren't the consumer?

The Act allows us to accept complaints without the consumer's consent, if we are satisfied:

- there are special circumstances and
- accepting the complaint will not be detrimental to the consumer's wellbeing.

If you aren't the consumer, we can:

- contact the consumer to seek their consent
- discuss whether special circumstances may exist in your individual case
- help you explore other options for resolving your concerns.

Anyone can contact us to discuss how we can help. For more information on consent visit www.mhcc.vic.gov.au/consent

We are accessible

We receive and listen to complaints in any language through interpreters. We will arrange an interpreter at no cost to you when needed.

If you are Deaf or have hearing or speech support needs, please contact us through the National Relay Service or email us. We can arrange an appointment or Skype call with an interpreter at no cost to you.



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