

CONCEPT DRAFT



Purpose

Sometimes consumers and clients, their families and supporters find the treatment or support services they receive may not be acceptable. You have the right to express your concern or complaint and to have this heard and acted on.

There are various independent complaint agencies in Queensland and across Australia that will listen to you and review your complaint about government departments, health services, community services, local councils and private organisations. Each agency has different roles and powers, so it is important you direct your concerns to the right one.

Under the [Queensland Mental Health Commission Act 2013](#), the Commission does not have authority to deal with individual complaints or specific issues related to services. However we have often heard how frustrating the process of making a complaint in Queensland can be and the difficulty in finding the right agency to lodge a complaint with.

To address this issue, the Commission has developed a concept draft for an informational wallet card and comprehensive information for our website. The wallet card provides a basic outline of the steps to follow when making a complaint about mental health, alcohol and other drug services and some top tips to consider. It also provides an area to note the contact information of your local service for any feedback or concerns and lists a few of the key agencies for complaints related to mental health, alcohol and drugs services.

The wallet card will be accompanied by a comprehensive list on our website of all agencies in Queensland who handle complaints or agencies who can provide support or information to you in making a complaint.

Share your views

You are invited to consider the wallet card concept and website draft and provide feedback to media@qmhc.qld.gov.au by **Monday 7 March 2016**.

All feedback will be considered in the development of the final product.

Wallet card

Steps in making a complaint

GO DIRECT

Talking to the service provider with whom you have a complaint is often the easiest and quickest way to resolve the problem.

MAKE IT FORMAL

If you're not satisfied with how your concerns have been addressed, you can make a formal complaint to the service or facility management. Find information about how to lodge a formal complaint from their website or by speaking with a staff member.

TAKE FURTHER ACTION

Unsatisfied with the service's response to your complaint? Do you feel uncomfortable talking with them directly? Contact the appropriate independent agency to discuss your concerns.

Top tips

ACT QUICKLY

Raise your complaint as soon as possible. The longer you wait the less clear the facts become and the harder it can be to find a solution.

BE CLEAR & BE PREPARED

Be clear about what your concerns are and what action you want taken. Explain the order in which things happened. Include dates and times. Be prepared with copies of letters or other documents you sent or received and notes from any phone calls or meetings, and who you spoke to.

GET SUPPORT

Get support from friends, family and other supporters. There are also agencies that can provide you with information, advice or support in relation to your complaint.

SIDE A

My local service

Ask your service provider for the following information to help you if you have any feedback or concerns about their service

SERVICE PROVIDER _____

CONTACT PERSON _____

PHONE _____

EMAIL _____

There are various independent complaint agencies in Queensland that review and investigate complaints. Each agency has different roles and powers, so it is important you direct your concerns to the right one. Time limits may apply.

Some agencies for complaints related to mental health, alcohol and drugs services are:

Office of the Health Ombudsman – 133 646 or oho.qld.gov.au
Office of the Chief Psychiatrist – 1800 989 451 or 07 3328 9899
Anti-Discrimination Commission Queensland – 1300 130 670 or adcq.qld.gov.au
Queensland Ombudsman – 1800 068 908 or ombudsman.qld.gov.au

Further agencies are listed on our website at qmhc.qld.gov.au

Be heard

Making a complaint about mental health, alcohol and drugs services in Queensland

You have the right to express your concern or complaint if you are not satisfied with a service provided by a mental health alcohol and other drugs service or service provider.

The Queensland Mental Health Commission does not have authority to deal with individual complaints or specific issues related to services.

We have put this information together to assist you to make a complaint and find the right agency in Queensland to deal with your complaint.

More information is available on our website at www.qmhc.qld.gov.au

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