



Feedback and Complaints Policy

Mental Health Australia is committed to dealing with feedback and/or complaints in a professional and consistent manner that complies with the expectations of its members and the public. Mental Health Australia ensures that all feedback is dealt with fairly and within a timely manner.

What is feedback

Feedback is defined as either a positive or negative reaction or response to a particular process or activity by a person or persons.

- A **comment** may be an explanation or reaction, a suggestion, or a statement of fact, opinion, attitude, conclusion or judgement.
- A **compliment** is an expression of praise or commendation.
- A **complaint** is an expression of dissatisfaction or grievance.

As part of our commitment to our members, our funders and the general public Mental Health Australia will:

- Listen to comments, compliments or complaints
- Create an environment where feedback is seen as a means to continually improve our work
- Acknowledge and respond to feedback in a timely manner
- Use feedback to inform our continuous improvement; and
- Provide an open and fair feedback process.

Mental Health Australia is also committed to redirecting feedback that is received in error.

Processing feedback

Mental Health Australia will respond to all formal feedback within ten working days. If the feedback is complex and requires investigation, we will write to the provider of the feedback advising that additional time is required.

When a complaint is made, including a complaint about a staff member, Mental Health Australia will investigate referring to relevant organisational policies and procedures ensuring appropriate staff members are notified.

Mental Health Australia will document any action Mental Health Australia has committed to undertake as the result of a complaint and the resolution. In the case of a complaint regarding lack of policy or poor process within Mental Health Australia that requires further action, information will be used to inform Mental Health Australia's planning processes. This information will be used specifically for the purpose for which it is collected and will be treated confidentially.

Comments and compliments will be passed on to the appropriate staff upon Mental Health Australia receiving the feedback. A response will then be sent within ten working days.

All feedback will be assessed on a case-by-case basis. Whilst Mental Health Australia will take all reasonable action to address the feedback or complaint and achieve a satisfactory resolution for all parties, this outcome may not always be possible. However, a response will be given to the complainant in order for them to take further action if required as detailed below.

How to report feedback

Feedback can be received in the following ways:

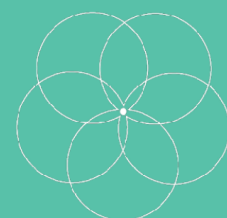
- by phone: 02 6285 3100
- by mail: PO Box 9611, Deakin, ACT, 2600.
- by email: info@mhaustralia.org

If feedback is a complaint, it should be provided in a written format unless the person making the complaint is unable to do so.

There may be instances where a person making a complaint can only do so verbally and requires assistance with their complaint, such as, if a person for accessibility reasons cannot make use of a written feedback/complaints process. In this case a copy of the feedback/complaint will be transcribed and provided to that person to ensure the feedback or complaint has been accurately recorded.

Further Action

If you are dissatisfied with the feedback and complaints process, including the response or outcome of the feedback or complaint, you should first contact Mental



Health Australia to have the feedback or complaint reviewed. If you continue to be dissatisfied the matter can be referred to the Mental Health Australia's Board.

All feedback received and the actions taken are reported to the Mental Health Australia Board on a quarterly basis.

