

## Feedback and Complaints Policy

Last reviewed: January 2010

Date for next review: January 2011

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

### Processing Feedback

The MHCA will respond to all formal feedback within ten working days. If the feedback is complex and requires significant investigation we may write to the provider of the feedback advising that additional time is required.

In the occurrence of a **complaint**, the MHCA will investigate making reference to organisational policies and procedures. Relevant information, within resources, will be gathered and appropriate staff members will be notified. In the case of a complaint regarding a staff member, an interview may be conducted if necessary.

The MHCA will seek to reach an acceptable resolution to the issue. How this occurs will depend on the nature of the complaint.

The MCHA will document the resolution and any action the MHCA has committed to undertake as the result of a complaint. In the case of a complaint regarding lack of policy or poor process within the MHCA that requires further action, information will be used in the MHCA's organisational evaluation and planning. 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 receiving the feedback. A response, if required, will then be sent out within ten working days.

All feedback will be assessed on a case by case basis. Please note that whilst the MHCA takes every action to complete all processes, feedback, in particular complaints, cannot always be resolved or completed.

### Further Action

If complainants are dissatisfied with the feedback process, progress with responding to their feedback, or the response to/outcome of their feedback, they should first refer back to the MHCA to have their feedback reassessed. If the complainants are still dissatisfied, they then have the right to refer matters to the MHCA Board.

All feedback received and the actions taken will be reported to the MHCA Board on a quarterly basis.