

## 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 its members and the general 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.

- 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 staff, our members 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 service
- Have professional staff acknowledge and respond to feedback in a timely manner
- Extract accurate and useful feedback for the purposes of reporting and business improvement.
- Provide an open and fair feedback reporting process.

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

Feedback affecting the viability of Mental Health Australia or its members, as determined by the CEO, will be brought the immediate attention of the Board.

### Processing feedback

Mental Health Australia 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**, Mental Health Australia 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.

Mental Health Australia will seek to reach an acceptable resolution to the issue. How this occurs will depend on the nature of the complaint.

Mental Health Australia will document the resolution and any action Mental Health Australia has committed to undertake as the result of a complaint. 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 in Mental Health Australia'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 Mental Health Australia takes every action to complete all processes, feedback, in particular complaints, cannot always be resolved or completed.

## How to report feedback

All feedback should be addressed to the Deputy CEO or the CEO where the feedback concerns the Deputy CEO.

Feedback can be received in the following ways:

- online at [www.mhaustralia.org](http://www.mhaustralia.org)
- by phone: 02 6285 3100
- by mail: PO Box 174, Deakin West, ACT, 2600.
- by facsimile: 02 6285 2166
- by email: [info@mhaustralia.org](mailto:info@mhaustralia.org)
- in person, where the feedback or complaint is a staff grievance or dispute.

## Further Action

If you are dissatisfied with the feedback process, progression of responding to your feedback, or the response to/outcome of your feedback, you should first contact Mental Health Australia to have your feedback reassessed. If you are still dissatisfied, you have the right to refer matters to the Mental Health Australia Board, and then the Australian Human Rights Commission.

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



## Feedback procedures

