

## FEEDBACK AND COMPLAINT FORM

The Mental Health Tribunal welcomes your feedback and complaints. We view these as a valuable opportunity to monitor, review and, if necessary, change Tribunal procedures and practices.

Do you wish to provide feedback or make a complaint?

Feedback to the Tribunal can relate to a positive or negative experience in a hearing or with Tribunal staff. If you provide contact details, the Tribunal will acknowledge receipt of feedback and pass it on to relevant Tribunal or staff members. If appropriate, we will also examine our policies and procedures in light of the feedback. However, we will not conduct an investigation or prepare a formal response. If you wish to provide feedback please complete Part 2 of this form.

In contrast, complaints concern Tribunal hearings or service which have in some way failed to meet expectations. If you wish the Tribunal to investigate the issue and provide you with a written response, please complete Part 1 and Part 3 of this form.

If you are unable to complete this form, please call (03) 9032 3200 for assistance.

### PART 1: YOUR CONTACT DETAILS (mandatory for complaints, optional for feedback)

Name:

Address:

Email:

Daytime telephone number:

If we need to contact you, what is your preferred method of contact?

By mail

By email

By telephone

Are you a:

Consumer

Carer

Family member

Nominated person

Mental Health Service staff member

Other (please specify):

PLEASE COMPLETE EITHER PART 2 (FOR FEEDBACK) OR PART 3 (FOR COMPLAINTS)

#### PART 2: FEEDBACK

Please give details of your feedback.

#### PART 3: COMPLAINT

Please give details of your complaint. So that the Tribunal can investigate your complaint thoroughly, please include as much detail as possible, including relevant dates and place (and, if known, names of the people involved).

#### NEXT STEPS

We appreciate your feedback or complaint. If you have provided contact details, we will acknowledge receipt within 7 days of the Tribunal receiving your feedback or complaint.

##### Feedback

As stated in the section 'Do you wish to provide feedback or make a complaint?' we will not usually respond further to feedback.

##### Complaints

If you have made a complaint, we will include an outline of what will happen next and an estimate of the timeframe for handling your complaint in the acknowledgement letter.

The timeframe will depend on the complexity of the issues you have raised and the availability of the people who can provide information about the incident or matter you are complaining about. However, in most cases, you can expect that we will provide a response to your complaint within 28 days.

If you need to contact the Tribunal, our telephone number is: **(03) 9032 3200**.