

Mental Health Community Coalition ACT Inc.
Room 1.06, Level 1, The Griffin Centre
20 Genge Street,
Canberra City,
ACT 2601

FOR THE ATTENTION OF:

Human Rights Statement

MHCC ACT recognises that the reputation of any organisation is built on trust and respect. Our staff are committed to building and promoting a strong reputation for clear and accountable advocacy, effective sector leadership and development and quality research.

MHCC ACT always aims to conduct business responsibly and ethically. We respect all human rights principles aimed at promoting and protecting human rights, including the United Nations Declaration of Human Rights, the Convention on the Rights of Persons with Disabilities and the ACT Human Rights Act.

Contact us

Mental Health Community Coalition ACT Inc.
Room 1.06, Level 1, The Griffin Centre
20 Genge Street, Canberra City ACT 2601

Tel (02) 6249 7756

Fax (02) 6249 7801

Email admin@mhccact.org.au

Website www.mhccact.org.au

Twitter @mhccact

Feedback
&
Complaints



mental health
community coalition ACT Inc.

MHCC ACT POLICY STATEMENT

MHCC ACT offers members, stakeholders and the public the opportunity to provide feedback on their experiences with MHCC ACT. We value this feedback and aim to manage complaints in a prompt, fair, transparent and consistent way.

We are committed to using information from feedback and complaints in our planning and evaluation processes.

Complaints provide one form of feedback to MHCC ACT that assists us to identify mistakes or improve our services to members. Positive feedback reinforces the need for particular activities. MHCC ACT has limited resources and so our feedback mechanisms are simple, inexpensive and easy to use.

A complaint and feedback form will be made readily available on the MHCC ACT website or by contacting staff. Complaints and feedback will be recorded and referred to by MHCC ACT staff and Board as part of annual organisational and strategic planning processes.

HOW TO MAKE FEEDBACK / COMPLAINTS

There are a number of ways to contact MHCC ACT with your comments:

- **Complete, detach and submit the Feedback Form** on the back of this brochure and hand it in or post it to our office (address printed overleaf).
- **Email us at:** admin@mhccact.org.au
- **Phone us on:** (02) 62497756
- **Complete our online Feedback Form:** www.mhccact.org.au

WHAT HAPPENS NEXT?

MHCC ACT staff will review / investigate your comments and suggestions. Based on our findings one or more of the following will occur:

- If the individual has provided contact details they will be contacted by staff to acknowledge receipt of their feedback.
- If the matter is a complaint the individual will be notified of the outcomes of MHCC ACT's investigation and its intended actions in written form. We aim to do this within 10 working days, however we will advise you if we need more time. Our response will detail how the individual may respond if they are not happy with the outcome.
- Depending on the nature of the complaint there may be further follow-up in an agreed timeframe.
- If the individual is not satisfied with the conclusion they may take the matter further to the MHCC ACT Board Executive. Contact details provided upon request.
- The whole process will be documented and used to inform MHCC ACT's quality improvement process.

Please note that consumers and carers wishing to make a complaint may do so through a third party, advocate or via their Peak Body.

ACT Mental Health Consumer Network

Level 2, The Griffin Centre, 20 Genge Street, Canberra City ACT 2601

P: (02) 6230 5796

E: admin@actmhc.org.au

Carers ACT

2/80 Beaurepaire Crescent, Holt ACT 2615

P: (02) 6296 9900

E: carers@carersact.org.au

ACT Human Rights Commission

P: (02) 6205 2222, or

E: human.rights@act.gov.au

FEEDBACK AND COMPLAINTS FORM

Name: _____ Date: ___/___/___

Comment: [If you need more space please attach another sheet]

What, if any, action would you like to see?

- _____
- _____
- _____
- _____

If you would like to be contacted with a response, please leave your contact details:

Email: _____

Phone: _____

Please be aware that while anonymous complaints will be considered, feedback cannot be provided.