



Mental Health Complaints Commissioner

Make a complaint

Easy English

Hard words

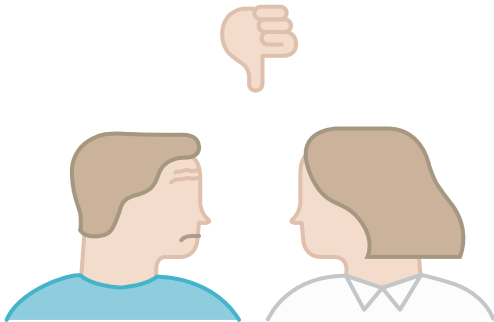
This booklet has some hard words.

The first time we write a hard word

- the word is in **blue**
- we will write what the hard word means.



The Mental Health
Complaints Commissioner helps
people make a complaint.



A **complaint** is when someone
says they are not happy.



We help with complaints about
public mental health services
in Victoria.



Public mental health services can be

- in a hospital
- in a local group
- in your home.



**The Mental Health
Complaints Commissioner
may be able to help you**



You can make a complaint to us.

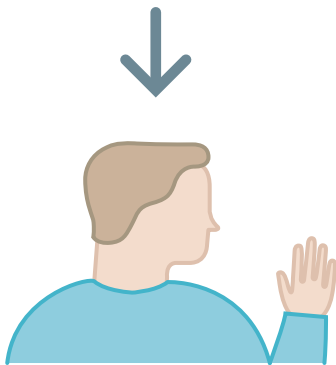
You can ask us questions.



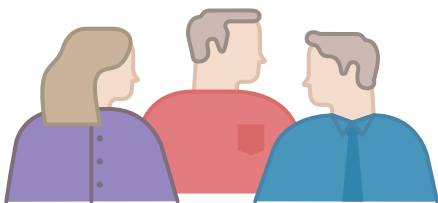
We do not take sides.



Who can make a complaint?

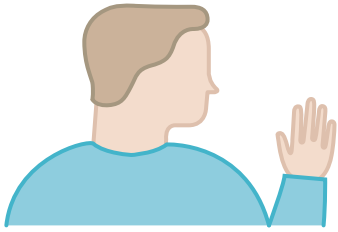


You can make a complaint.

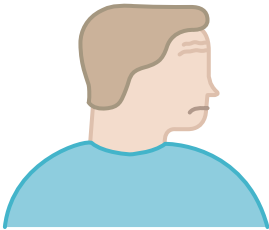


**Anyone can make a complaint.
For example**

- family
- people who look after you
- friends.

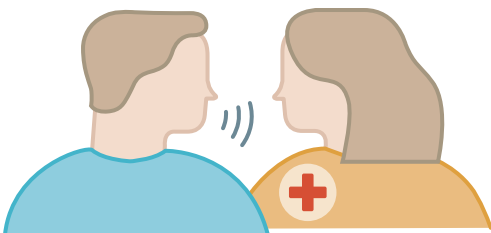


What can you complain about?



You can complain about the services you receive if you are

- not happy
- scared
- worried.



You can complain if staff do not listen to you.

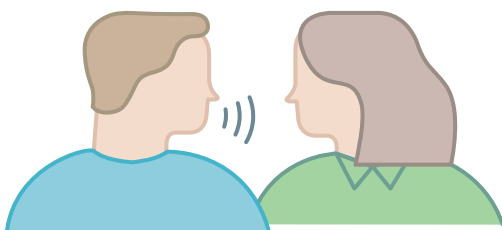


You can complain about

- how staff act
- what staff tell you
- how staff care for you.



You can complain about the service.



You can talk to us about other problems you have with the mental health service.

Contact us

Mental Health Complaints
Commissioner



Address

Level 26
570 Bourke Street
Melbourne Victoria 3000



Phone numbers

1800 246 054 (free call from landlines)
03 9032 3328



Email

help@mhcc.vic.gov.au



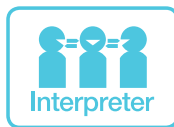
Fax number

03 9949 1506



For more information about the Mental Health Complaints Commissioner visit

www.mhcc.vic.gov.au



You can ask for information in your language.



Search for 'Mental Health Complaints Commissioner' on

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