
Complaint form

You can use this form to make a complaint about a public mental health service in Victoria. A Resolutions Officer at the Mental Health Complaints Commissioner (MHCC) will then contact you to discuss your concerns. If the complaint is about someone else's experience we usually need to seek their consent to the complaint.

Please submit the completed form online or send it to us by:

- Email: help@mhcc.vic.gov.au
- Post: Level 1, 570 Bourke Street, Melbourne 3000
- Fax: 03 9949 1506

If you would like help completing the form, please contact us on 1800 246 054 (free call from landlines) or 03 9032 3328.

What complaints can we help with?

The MHCC deals with complaints about **public mental health services** in Victoria, with issues such as access, treatment and care. We can take complaints about the following services:

- **designated mental health services**, including hospital-based, community, residential, specialist and forensic services
- **publicly funded mental health community support services** if they are **not** funded by the NDIS (National Disability Insurance Scheme)
- NDIS services if your complaint is about things that happened before 1 July 2019 or before the service was funded by the NDIS. Otherwise, please contact the [NDIS Quality and Safeguards Commission](#).

If you're not sure whether the MHCC can help you, please call us on 1800 246 054 (free from landlines) or 03 9032 3328 to ask a question, make a complaint or discuss your options. If we can't help you with your concerns, we will do our best to put you in touch with people who can.

How can we support you to make a complaint?

When you make a complaint, we will listen to you, hear what you'd like to happen and talk to you about the options available for resolving your complaint.

We can:

- receive complaints in any language
- arrange an interpreter at no cost to you
- arrange an appointment or Skype call with a [National Relay Service](#) interpreter if you have hearing or speech support needs, at no cost to you.

Resources on making a complaint in other languages, Easy English and Auslan can be found [here](#).

For more information, visit www.mhcc.vic.gov.au

Mental Health Complaints Commissioner – complaint form

Section 1 – My details

Title <i>(optional)</i>	First name	Last name
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My phone number

My email OR postal address
Email.....
Address.....
Suburb/Town..... Postcode

I need an interpreter No Yes If yes, which language?:

Section 2 – Details of the public mental health service

Name and location (if known) of service

Section 3 – Brief summary of my concerns *(Please attach any additional information)*

Things I would like you to know about contacting me

e.g. help with communication or any assistance required, how I'd like to be addressed/pronouns, preferred contact times

Section 4 – Details of the person who received the service

Who received the service?

- Me *(please skip to section 5)*
- Another person *(complete this section with their details)*
Please note: We will contact you before we contact anyone else about your complaint

My relationship to them *(e.g. parent, friend, advocate etc.)*

Title <i>(optional)</i>	First name	Last name
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Their phone number

Their email OR postal address

Email.....

Address.....

Suburb/Town..... Postcode

Do they need an interpreter? No Yes If yes, which language?:

Things I would like you to know about contacting them

e.g. help with communication or any assistance required, preferred contact times

Section 5 – How I identify

*This section is **optional**. We're asking to ensure we provide an inclusive, culturally safe and accessible service. This information will not be shared with the mental health service unless you agree.*

I am Aboriginal and/or Torres Strait Islander

- | | |
|--|---|
| <input type="checkbox"/> No | <input type="checkbox"/> Yes, Torres Strait Islander |
| <input type="checkbox"/> Yes, Aboriginal | <input type="checkbox"/> Yes, Aboriginal & Torres Strait Islander |

I identify as (e.g. age, gender, sexuality, culture, disability etc)
.....

I speak a language other than English at home

- No, English only
- Yes. Which language?:

I was born in

Section 6 – Privacy statement

We collect and use personal and health information provided to us to respond to concerns raised. Our privacy policy explains how we use information given to us, when we can share it, and how you can request a copy of the information. The privacy policy is on the MHCC website at www.mhcc.vic.gov.au/about-the-mhcc/privacy. Please contact us if you would like us to send you a copy of the privacy policy.