

**We are the MHCC (Mental Health Complaints Commissioner).**

**Who are we?**

The Mental Health Complaints Commissioner (MHCC) is an independent body that deals with complaints about Victorian public mental health services, including services delivered by a public hospital.

**What do we do?**

If you, or someone you care for, has had a negative experience while receiving mental health assessment or treatment, you have the right to make a complaint. You can make a complaint directly to the service or you can contact the MHCC to make a complaint about the service with us.

**How can we help?**

When you call or email us a complaint about a service, an MHCC Resolutions Officer (RO) will listen to your concerns and help you understand your rights. The RO will discuss the results you want to achieve and the options available. We can assist you by raising your concerns with the service, or work with you and the service to resolve your concerns. If we can't help with your concerns, we will do our best to connect you with people who can. Our services are free, and we can take complaints in most languages. If you are deaf or have a hearing or speech impairment, you can talk to us through the National Relay Service, or we can set up a call to you through them. Remember, complaints can improve the Victorian mental health system for you and other people.

**Phone: 1800 246 054 email: [help@mhcc.vic.gov.au](mailto:help@mhcc.vic.gov.au) website: <https://www.mhcc.vic.gov.au/>**