

## My local service

Get the following information from your service provider to help direct your feedback or complaint.

Service provider \_\_\_\_\_

Contact person \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Various independent complaint agencies in Queensland review and investigate complaints related to mental health, alcohol and other drugs services.

Each agency has different roles and powers, so it is important you direct your complaint to the right one. Time limits may apply.

More agencies are listed on our website at [qmhc.qld.gov.au](http://qmhc.qld.gov.au)

**Office of the Health Ombudsman**  
133 646 or [oho.qld.gov.au](http://oho.qld.gov.au)

**Office of the Chief Psychiatrist**  
1800 989 451 or (07) 3328 9899

**Anti-Discrimination Commission Queensland**  
1300 130 670 or [adcq.qld.gov.au](http://adcq.qld.gov.au)

**Queensland Ombudsman**  
1800 068 908 or [ombudsman.qld.gov.au](http://ombudsman.qld.gov.au)

# Be heard

## Making a complaint

*about mental health, alcohol and other drugs services in Queensland*



You have the right to express your concern or complaint if you are not satisfied with a service provided by a mental health, alcohol and other drugs service provider.



The Queensland Mental Health Commission does not have authority to deal with individual complaints or specific issues related to services.

This information will assist you to make a complaint and find the right agency in Queensland to deal with your complaint.

More information is available on our website at [www.qmhc.qld.gov.au](http://www.qmhc.qld.gov.au)

# Steps in making a complaint

## Go direct

Talking to the service provider with whom you have a complaint is often the easiest and quickest way to resolve the problem.

## Make it formal

If you're not satisfied with the response, you can make a formal complaint to the service or facility management. Find information about making a formal complaint on their website or by asking staff.

## Take further action

Unsatisfied with the service's response to your complaint? Do you feel uncomfortable talking with them directly? Go to the appropriate independent agency with your complaint.

## Top tips

### Act quickly

Raise your complaint as soon as possible.

The longer you wait the less clear the facts become and the harder it can be to find a solution.

### Be clear, be prepared

Be clear about your concerns and the action you want taken.

Explain the order things happened. Include dates and times.

Be prepared with copies of letters or other documents you sent or received and notes from phone calls or meetings, and who you spoke to.

### Get support

Get support from friends, family and other supporters.

There are also agencies that can provide information, advice or support in relation to your complaint.