

The Virtue of Complaint



A conversation about mental health and drug service complaints

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You are invited to a conversation about *The Virtue of Complaint*.

Sometimes consumers and clients, their families and supporters find the treatment or services they receive may not be to the standard they expect.

Feedback is an important mechanism for mental health and drug services to ensure the services and treatments they provide are of the highest quality. Services can use feedback to measure their performance and improve.

Join us to discuss the virtue of complaint, demystify Queensland's complaint system and explore how existing mechanisms to make a complaint can be made more accessible for Queensland consumers and clients, families and carers.

Guest speaker Lynne Coulson Barr

Lynne Coulson Barr is Victoria's first Mental Health Complaints Commissioner (MHCC).

Established in 2014, the MHCC is an independent voice working for positive change in Victoria's mental health system. The role of the MHCC is to:

- Assist people to speak up about their concerns
- Listen and work to resolve complaints about Victorian public mental health services
- Support Victorian public mental health services to develop effective responses to the concerns and complaints of people accessing their services
- Use what is learnt from complaints to assist mental health services make positive changes.

Ms Coulson Barr will speak about her role as the MHCC and lessons learnt since establishment.

Panel discussion

A panel of experts will take questions from the audience relating to feedback and complaint mechanisms in Queensland.

Panel members include:

- Leon Atkinson-MacEwen, Health Ombudsman
- John Allan, Chief Psychiatrist
- Neroli Holmes, Anti-Discrimination Commission Queensland
- Tony McCarthy, Mental Health Legal Service, Queensland Advocacy Inc.
- Sharon Stocker, Consumer Representative

Join us

What	The Virtue of Complaint
When	Monday 21 March 2016 10.00am–11.30am
Where	Queensland Terrace and Auditorium 2 State Library of Queensland Stanley Place, South Brisbane

Morning tea will be served.

Register now

Online	thevirtueofcomplaint.eventbrite.com.au
Closing	Tuesday 15 March 2016

Further information

Contact
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