

Media statement

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Mental health complaints made simple

A new information package to help people when they have a complaint about Queensland's mental health, alcohol and other drug system has been released today.

The package is designed to make the process of making a complaint in Queensland less confusing and help people find the right agency to hear their complaint.

Queensland Mental Health Commissioner Dr Lesley van Schoubroeck said the information package includes a convenient wallet card with key complaint information, supported by more detailed information on the Commission's website.

Queensland Mental Health Commissioner Dr Lesley van Schoubroeck said: "This package outlines the basic steps in making a complaint, provides tips, and lists different complaint agencies and their roles.

"The independent complaint agencies in Queensland and across Australia are many and varied. Each agency has different roles and powers, so it is important people are aware of the complaint mechanisms available to them, and to direct their complaint to the right one."

The wallet card was launched at the *Virtue of Complaint* public forum, which explored how existing mechanisms in Queensland's mental health and drug complaints system could be made more accessible to the people who use those services.

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

"Everyone has the right to express their concern or complaint and to have this heard and acted on."

Feedback is also 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.

Dr van Schoubroeck said: "The information package aims to help people be heard and ultimately, contribute to improving mental health and drug services throughout Queensland."

Contact the Commission for copies of the wallet card or get more information at www.qmhc.qld.gov.au

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About QMHC: The Queensland Mental Health Commission was established to improve the mental health and wellbeing of all Queenslanders by driving ongoing reform.