
Making a complaint about a mental health service

Summary

- If you are unhappy with any part of your mental health care, you have the right to make a complaint
 - For complaints about public mental health services in Victoria, contact the Mental Health Complaints Commissioner.
 - For complaints about private mental health services in Victoria, contact the Health Complaints Commissioner.
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In Victoria, everyone has the right to speak up and make a complaint about a mental health service and there are specialist organisations to help you do so.

For public mental health services

To make a complaint about a public mental health service in Victoria you can:

- talk directly with your service – every public mental health service must have a process to help you raise your concerns
- talk with the **Mental Health Complaints Commissioner** (MHCC).

The MHCC is independent and can:

- help you raise your concerns directly with the service
- work with you and the service to help resolve your concerns
- discuss other options if they aren't able to help.

The MHCC can receive complaints about any aspects of the treatment or care delivered by a public mental health service.

Any person who is genuinely concerned about someone's experience with a public mental health service in Victoria can make a complaint. This includes people receiving care, families, carers, advocates, mental health workers and friends.

For private mental health services

The **Health Complaints Commissioner** can help with complaints about private mental health services.

Before contacting the HCC, your first step is to contact the person or the organisation and try to resolve the issue with them. If you find this difficult or are still unhappy, call the HCC. The HCC is independent and can:

- help you raise your concerns directly with the service
- work with you and the service to help resolve your concerns
- discuss other options if they aren't able to help.

The HCC can receive complaints about any aspects of the treatment or care delivered by a private mental health service. This includes the privacy of and access to health information about you.

Any person who is genuinely concerned about someone's experience with a public mental health service in Victoria can make a complaint. This includes people receiving care, families, carers, advocates, mental health workers and friends.

Contact details

It is a good idea to make your complaint as soon as possible. If you're unsure about what to do, call the MHCC or OHSC for more information.

MHCC -for complaints about public mental health services

Call 1800 246 054 (free call from landlines)

Email [Mental Health Complaints Commissioner](#)

Visit Level 26, 570 Bourke Street

Melbourne Victoria 3000

HCC – for complaints about private mental health services

Call **1300 582 113**

Email the [Office of the Health Complaints Commissioner](#)

Visit Level 26, 570 Bourke Street

Melbourne Victoria 3000

The MHCC and HCC are accessible

The MHCC and HCC receive and listen to complaints in any language through interpreters, and can arrange an interpreter at no cost to you when needed. If you are Deaf or have hearing or speech support needs, you can contact the MHCC and HCC through the National Relay Service or by email.

Where to get help

- Mental Health Complaints Commissioner
- Health Complaints Commissioner

This page has been produced in consultation with and approved by:

Better Health Channel - (need new cp)

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