Mental Health Lived Experience Peak Queensland

External Complaints and Compliments Policy

1. Purpose

1.1 This policy outlines how Mental Health Lived Experience Peak Queensland (MHLEPQ) handles complaints and compliments received from the public.

2. Scope

2.1 This policy applies to all external (to the MHLEPQ) complaints and compliments received relating to the organisation's products, services, or actions.

2.2 MHLEPQ will not address feedback related to other organisations or services.

2.3 Complaints and disputes relating to members, staff, and directors of MHLEPQ will be managed in accordance to separate policies.

3. Objectives

3.1 The objectives of this policy are to:

3.1.1 compliant to regulations and consumer rights

3.1.2 improve services to best position MHLEPQ to deliver its objects outlined in the constitution

3.1.3 actively encourage feedback and make sure people feel safe to provide such information through a fair, accountable, transparent, and responsive management

3.1.4 resolve complaints as best as practicable, to the satisfaction of all parties.

4. Guiding principles

Principles	This means MHLEPQ will…
People focus	• recognise and respect everybody's right to provide feedback in a chosen format • attempt early, informal resolution and compromise wherever possible • involve the complainant in the process as far as is practicable • offer appropriate remedies and options to minimise stress caused by ongoing dispute • consider and be compatible with relevant human rights regulation when act and make decisions
Accountability	• record, track, acknowledge and process complaints in a timely manner • deal with personal information and complaints confidentially to

	the extent possible in accordance with the Information Privacy Act 2009 • ensure adequate resources and training for MHLEPQ staff and personnel are available • record and report complaints in accordance legislative and other requirements • commit to using compliments/complaints as continuous improvement tool
Accessibility	• ensure compliments/complaints process is available on MHLEPQ website • induct MHLPQ personnel properly so each staff feel confident to answer questions and provide support when managing related procedures • ensure that the complainant is aware of the process, timeframes, likely involvement, and the progress of and possible outcomes of the complaint • provide assistance to complainants who cannot put information in writings • provide adequate and timely feedback on complaints to all parties • notify complainants of their internal and external review options
Fairness to all parties	• manage complaints objectively, respectfully and consistently to all parties involved • take all reasonable steps to ensure complainant is not adversely affected • protect the rights of personnel where they are the subject of a complaint • refuse to investigate a complaint considered abusive, trivial, or vexatious

5. Policy

5.1 Providing feedback, a compliment, or a complaint

5.1.1 Any one from the public can provide feedback, compliment or complaint in person, by email, in writing, by phone or on the Contact Us page of the MHLEPQ website under this policy.

5.2 Making a complaint

5.2.1 MHLEPQ accepts complaints directly from complainants and from people who are authorised to act on the complaint's behalf.

5.2.2 People can provide complaints anonymously, but the matter may not be possible to be fully investigated.

5.2.3 MHLEPQ may require the complainant who has made an oral complaint to put their complaint in writing.

5.2.4 If assistance is needed from MHLEPQ to put a complaint in writing, staff will ask the complainant to check, sign and date the written record to ensure the record is true and accurate.

5.3 Complaint management process:

5.3.1 Staff will try to resolve the complaint at the first point of contact. A record of the complaint and its supporting information will be filed if the complaint has been resolved at the outset.

5.3.2 The record of the complaint will document:

- the contact information of the person making a complaint, unless the person does not want to provide such information
- issues raised by the person making a complaint
- desired outcome/s, and
- any additional support the person making a complaint requires.

5.3.3 MHLEPQ will acknowledge of each complaint promptly, and preferably within 5 working days.

5.3.4 MHLEPQ will confirm whether the issue raised is within MHLEPQ's control before addressing it.

5.3.5 MHLEPQ will inform people any available external review options (e.g. relevant Ombudsman or oversight bodies) if the matter is not within MHLEPQ's control.

5.3.6 When determining how a complaint will be managed, MHLEPQ will consider:

- seriousness, complexity and urgency of the matter
- relatedness of people's health and safety
- impact and risk on people and/or organisations that are involved

5.3.7 After assessing the complaint, MHLEPQ will:

- provide information and timeframe needed for investigation to involved parties
- gather information from person(s) or area that the complaint is about, and
- determine the claims made in the complaint.

5.3.8 Following consideration of the complaint and any investigation into the issues raised, MHLEPQ will contact the complainant and advise:

- the outcome of the complaint and any action MHLEPQ took or will take
- the reason/s for MHLEPQ's decision
- the remedy or resolution/s that MHLEPQ has proposed or put in place, and
- any options for review that may be available to the complainant, such as an internal review, external review by an independent external review body.

5.3.9 MHLEPQ will keep comprehensive records about:

- how the complaint was managed
- outcome/s of the complaint, and
- any outstanding actions that need to be followed up.

5.3.10 MHLEPQ will ensure that outcomes are properly implemented, monitored and reported to the CEO and/or the Board.