



# Information Sheet - Complaints

The Mental Health Review Tribunal (**Tribunal**) is committed to operating at a high standard. The Tribunal values the role that feedback plays in continually improving so that these high standards are maintained. Feedback will be treated confidentially to the extent possible and with respect.

## The Complaints Process

### What is a complaint?

A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint where a response is explicitly or implicitly expected or legally required.

You may provide feedback or make a complaint to the Tribunal:

- a. sending an email to [enquiry@mhrt.qld.gov.au](mailto:enquiry@mhrt.qld.gov.au)
- b. over the phone by calling the Tribunal on 3338 8300;
- c. via post by sending a letter to PO Box 15818, City East Qld, 4002;
- d. using the online form at [web address]

When providing feedback or making a complaint ensure that you provide enough detail so that someone from the Tribunal is able to appropriately assist with your concern.

- a. Your details – you do not have to provide your personal details but if the Tribunal cannot contact you, you will not receive a response
- b. Details of what are providing feedback/complaining about:
  - (i) What happened?
  - (ii) When the issue or concern occurred?
  - (iii) How it has affected you?
  - (iv) Who was involved?
- c. What you would like to happen in response to this feedback/complaint?
- d. How the Tribunal may contact you in relation to this feedback/complaint.

The Tribunal will use consider this information to be able to respond to your feedback or complaint appropriately.

### What can I expect after making a complaint?

If you make a complaint and the complaint is not able to be resolved at the first point of contact, it will be referred to a manager to consider.

If you have indicated that you are happy for them to do so, a staff member may contact you to discuss the complaint further. This may be to clarify information, to discuss the intended actions to be taken or to finalise the complaints process.



You may wish to make a complaint anonymously. If you do so, it will be considered and managed in the same way as any other complaint, but the Tribunal staff will use their discretion to determine an appropriate response.

### Reviewing Complaints

If you are not satisfied with the outcome of your complaint you may ask for a review of the complaints process. This may be an internal review or an external review.

- a. A request for an internal review must be received within 10 days of you receiving the outcome of the original process. A review may be requested in the same way as a making a complaint. The staff member who completes this review will be no less senior than the staff member who managed the initial complaint process.
- b. A request for an external review should be directed to the Queensland Ombudsman. The Queensland Ombudsman website is <https://www.ombudsman.qld.gov.au/>.

### How your information is used

If your information is collected as part of the complaints process it will only be used for the purposes of contacting you in relation to the progress or outcome of your complaint. Your information will be stored, handled and disposed in accordance with the *Information Privacy Act 2009* (Qld) and the *Public Records Act 2002* (Qld).