



Complaints 2018 - 2019

Mental Health Review Tribunal complaints for 2018-2019	
Number of complaints received by the Tribunal in the year	36
Number of those complaints resulting in further action	36
Number of customer complaints resulting in no further action	0
Number of complaints resolved during reporting period	31
Number of complaints processes ongoing at end of reporting period	5

A complaint is defined in section 219A(4) of the Public Service Act 2008 (Qld). Items that are considered complaints for the purposes of the above data are outlined in the Feedback and Complaints Management Policy [<https://www.mhrt.qld.gov.au/information-about/Our-Policies>].

As per the Tribunal's Feedback and Complaints Management Policy, the Tribunal does not record every casual expression of dissatisfaction with an aspect of a service provided. Where the complaint goes beyond such a casual expression of dissatisfaction, the Tribunal records and responds appropriately.

The Tribunal takes further action for every complaint received under its Feedback and Complaints Management Policy.

A complaint is resolved during the reporting period if the Tribunal has responded to the complaint according to the Tribunal Feedback and Complaints Management Policy before the end of the reporting period (June 30).