



Complaints 2019 – 2020

Mental Health Review Tribunal complaints for 2019 - 2020	
Number of complaints received by the Tribunal in the year	25
Number of those complaints resulting in further action	25
Number of customer complaints resulting in no further action	0
Number of complaints resolved during reporting period	25
Number of complaints processes ongoing at end of reporting period	0

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/sites/default/files/2020-02/Policy%20-%20Feedback%20and%20Complaints%20Management.pdf>].

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.

Further action refers to complaints that were accepted and resulted in remedial or improvement action. 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 2020).



Human Rights Complaints 2019 - 2020

The *Human Rights Act* created new reporting obligations for the Tribunal, as well as providing a mechanism for complainants to refer their complaint to the Human Rights Commissioner.

Human rights complaints received by the Tribunal during the 2019 - 2020 financial year are set out below.

Mental Health Review Tribunal human rights complaints for 2019 - 2020	
Number of complaints received by the Tribunal in the year	0
Number of those complaints resulting in further action	0
Number of complaints resulting in no further action	0
Number of complaints resolved during reporting period	0
Number of complaint processes ongoing at end of reporting period	0

Note: data in the table above reflects complaints received after the *Human Rights Act* came into force on 1 January 2020.

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.