FEEDBACK POLICY STATEMENT

Mental Health Commission welcomes and encourages people’s feedback in the form of compliments, suggestions and complaints.

We are committed to:

- recognising people’s right to make complaints or suggestions about the work of the Commission;
- providing an efficient, fair and accessible mechanism for handling feedback.
- effectively managing all individual complaints, including non-written complaints;
- ensuring that all feedback is acknowledged and, if required, resolved in a timely manner;
- Respecting people’s confidentiality and anonymity where requested at all times.

What is a complaint?

A Complaint is any unresolved expression of dissatisfaction raised with the Commission by, or on behalf of member of the public, other government agencies or other external organisations that relates to the work of the Commission, the performance, behaviour and conduct of staff or the complaints handling process itself.

Relevant Legislation or Documents

- WA Public Sector Code of Ethics
- Public Sector Commissioners Circular 2009-27 – Complaints Management
- Guidelines on Complaint Handling – Ombudsman Western Australia