



Compliments, Complaints and Feedback



Registered
NDIS Provider



your MENTAL HEALTH matters

TELL US WHAT YOU THINK

At Mentis Assist we welcome your feedback and complaints, we use this information to help us improve.

How can I provide feedback or make a complaint?

- ✓ Speak with a staff member
- ✓ Calling and asking to speak to a manager
- ✓ Writing or emailing any staff member
- ✓ Completing this form
- ✓ Completing surveys
- ✓ Through our websites

What happens to my complaint?

- ✓ A staff member may speak to you at the time of making your complaint and try to resolve the issue
- ✓ Your complaint will be acknowledged in writing
- ✓ If the complaint is not able to be resolved immediately, it will be investigated
- ✓ You will be kept informed of the progress of the complaint

WHAT ELSE?

- ✓ You have the right to make a complaint without fear of recrimination
- ✓ You have the right to appeal a decision
- ✓ You have the right to have an advocate of your choosing
- ✓ You have the right to complain to the Mental Health Complaints Commissioner
- ✓ We keep a log of complaints and feedback that helps us improve our services and programs
- ✓ If you are unhappy with the outcome of your complaint, you may contact the Mental Health Complaints Commissioner on 1800 246 054



FEEDBACK

Our Vision

Optimum personal recovery and wellbeing

This is: Feedback Complaint Compliment

Name (Optional) _____

Contact Details: _____

Do you need an Interpreter? YES NO

Language:

Would you like to remain anonymous? YES NO

Complaint type

Attitude or rudeness		Waiting time	
Poor quality treatment		Cost	
Privacy breach		Facilities	
Not Enough/inaccurate information			
Other: (specify)			

Compliment type

Staff care & support		Prompt care	
Excellent information provided		Quality of service	
Other: (specify)			

FEEDBACK

Are you providing feedback on behalf of someone?

YES NO

Are you: Relative Friend Other

What happened? _____

What would you like to see happen as a result of your feedback?

Please complete the form and return to
Mentis Assist, 23-25 YUILLES ROAD, MORNINGTON 3931.

443 Nepean Highway, Frankston VIC 3199

t 1300 MENTIS (1300 636 847)

f 03 5970 5055

info@mentisassist.org.au

mentisassist.org.au

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Mentis Assist acknowledges that we provide our services on the land of the Boon Wurrung people of the Kulin Nation.

The Boon Wurrung are the traditional owners and caretakers of these lands and we pay our respect to them.