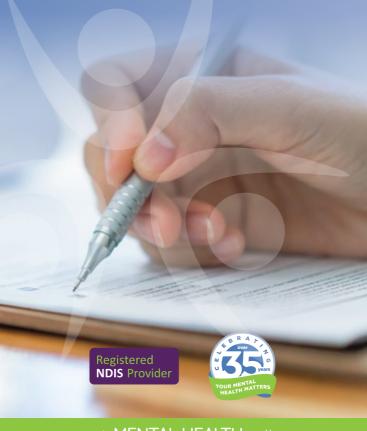


Compliments, Complaints and Feedback



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 recover	y and v	vellbeing	
This is: Feedback Cor			nt 🗌
Contact Details:			
Do you need an Interprete	er? YES	NO	
Language:			
Would you like to remain	anonyr	nous? YES 1	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 someo	ne?
YES NO 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







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.