



2021-2022 MHCC Complaints and Compliments Sector-wide Overview Report

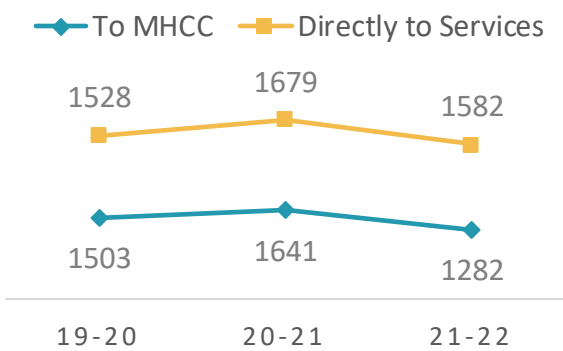


This report contains an overview of complaints and compliments reported by Victorian mental health service providers to the Mental Health Complaints Commissioner (MHCC) from 1 July 2020 to 30 June 2022.

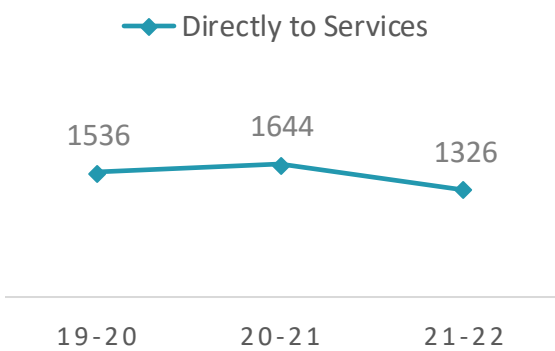
Summary

- Broadly more complaints were made directly to the Services than to the MHCC in 2021-2022, consistent with previous years.
- Consumers continued to make the majority of complaints both to the MHCC and directly to the Services and consistently the majority of complaints were made about services who provide support for Adults.
- Issues related to Treatment, Communication, Conduct & Behaviour and Medication continue to be the most commonly raised in complaints made to both the MHCC and directly to the Services.
- Acknowledgement of the concerns raised in complaints is the highest reported outcome by services in complaints made to the MHCC, where Answers provided to complainants is reported as the most common outcome in complaints made directly to the Services.

How Many Complaints Were Made?

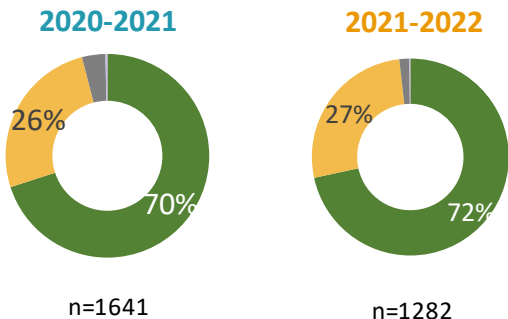


How Many Compliments Were Made?

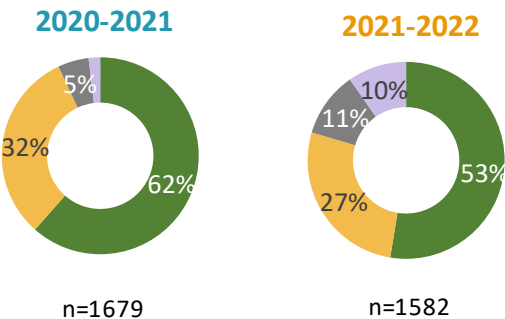


Who is making the complaints?

Who is making complaints to the MHCC about services?

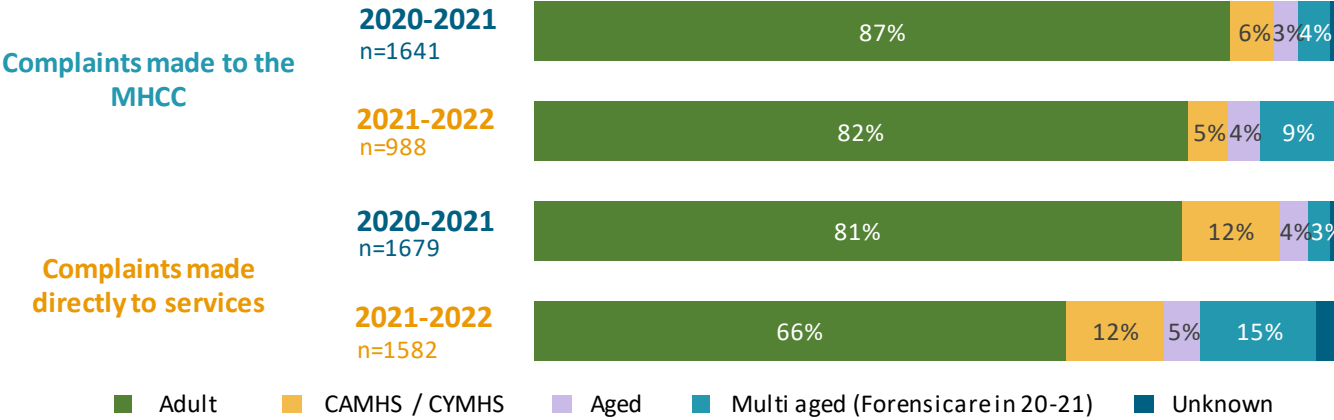


Who is making complaints directly to services?

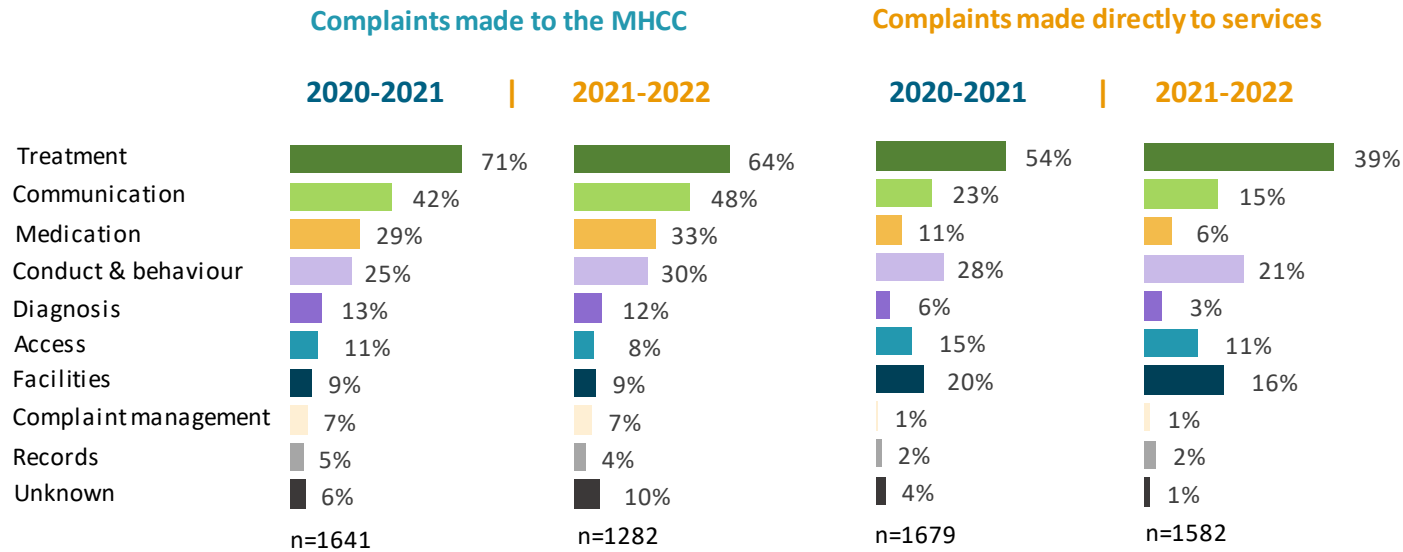


- Consumers
- Carers / Family Members
- Other
- Unknown

What types of services were complaints being made about?



What were the complaints about?



What were the outcomes of complaints? Outcomes are framed in terms the ‘4 As’ model of complaint resolution: Acknowledgment, Action, Answer and Apology

