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# MHWC DMHS State-wide Summary Report 2023-2024

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This report contains an overview of complaints reported by Victorian mental health service providers to the Mental Health Complaints Commissioner (MHWC) from 1 July 2023 to 30 June 2024.

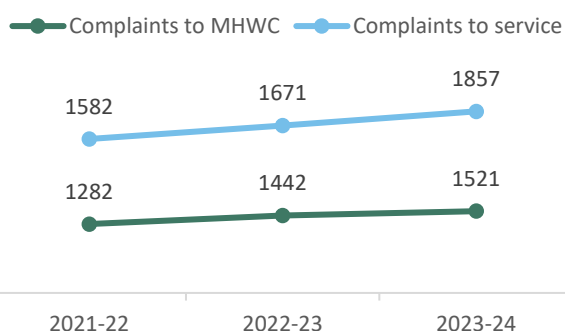


**Mental Health  
and Wellbeing  
Commission**

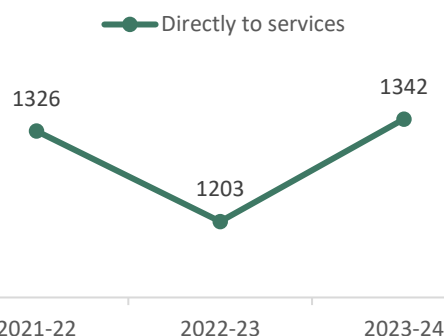
# Executive Summary

- Broadly more complaints were made directly to the Services than to the MHWC in 2023-2024, consistent with previous years.
- Consumers continued to make most complaints both to the MHWC and directly to the Services and consistently most complaints were made about services who provide support for adults.
- Issues related to Treatment, Communication, Conduct & Behaviour and Medication continue to be the most raised issues in complaints made to both the MHWC and directly to the Services.
- Acknowledgement of the concerns raised in complaints is the highest reported outcome by services in complaints made to the MHWC, where Actions provided to complainants is reported as the most common outcome in complaints made directly to the Services.

## How Many Complaints Were Made?



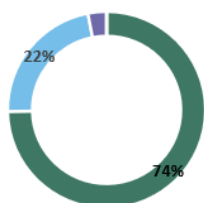
## How Many Compliments Were Made?



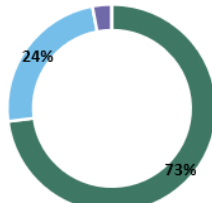
## Who is making the complaints?

Who is making complaints to the MHWC about services?

2022-23 (n=1442)

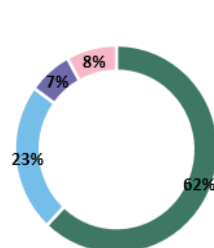


2023-24 (n=1521)

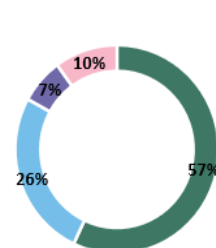


Who is making complaints directly to services?

2022-23 (n=1671)



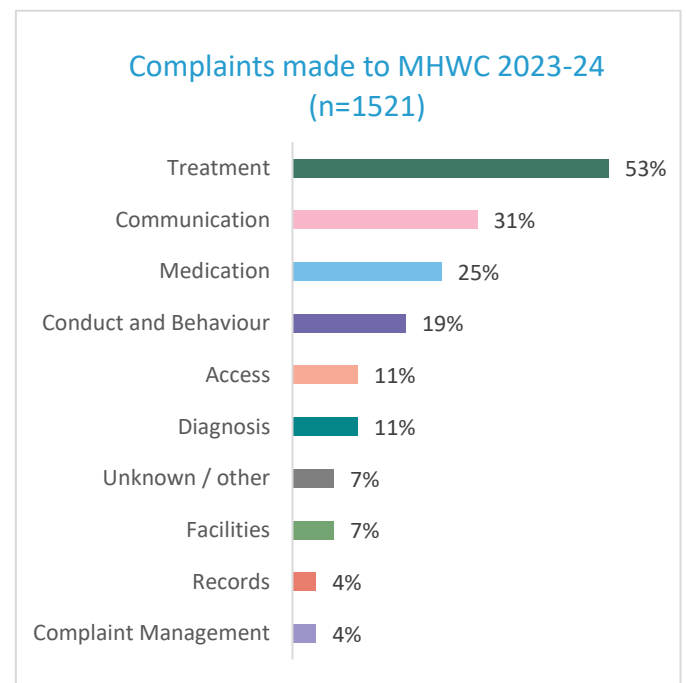
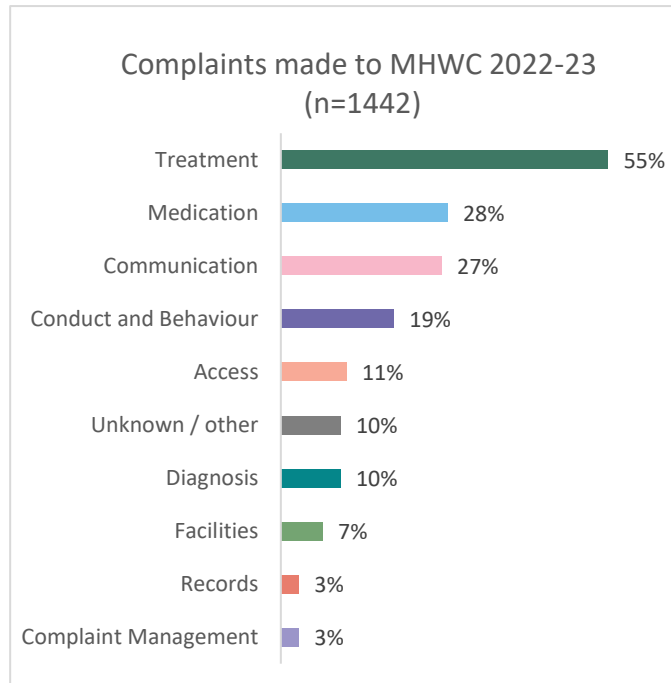
2023-24 (n = 1857)



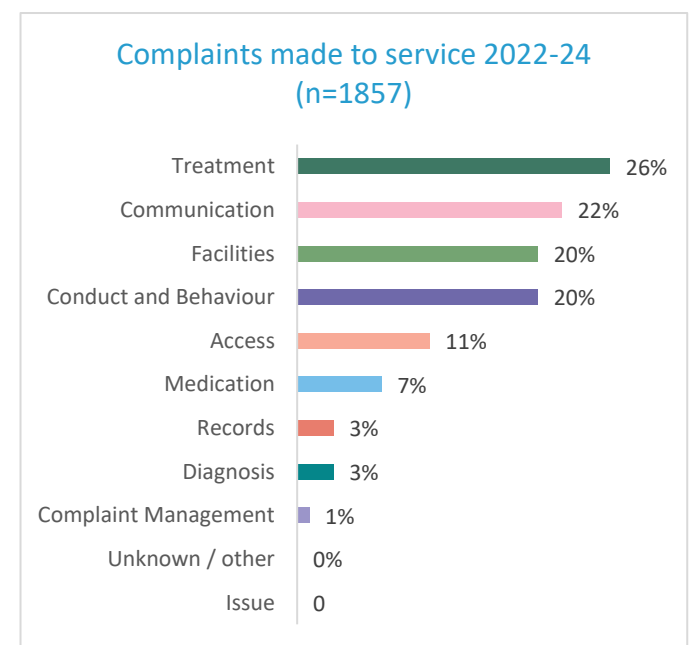
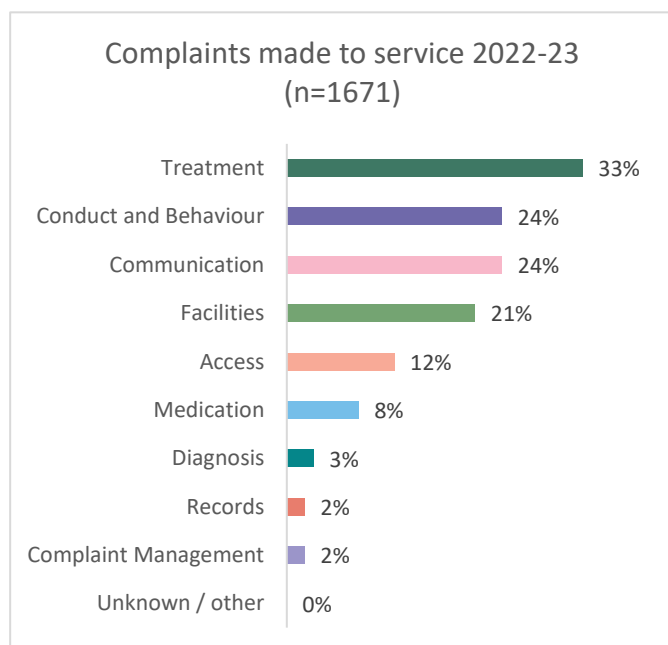
■ Consumers ■ Family members / carers ■ Other complainants ■ Unknown

# What were the complaints about? (Issues raised in complaints)

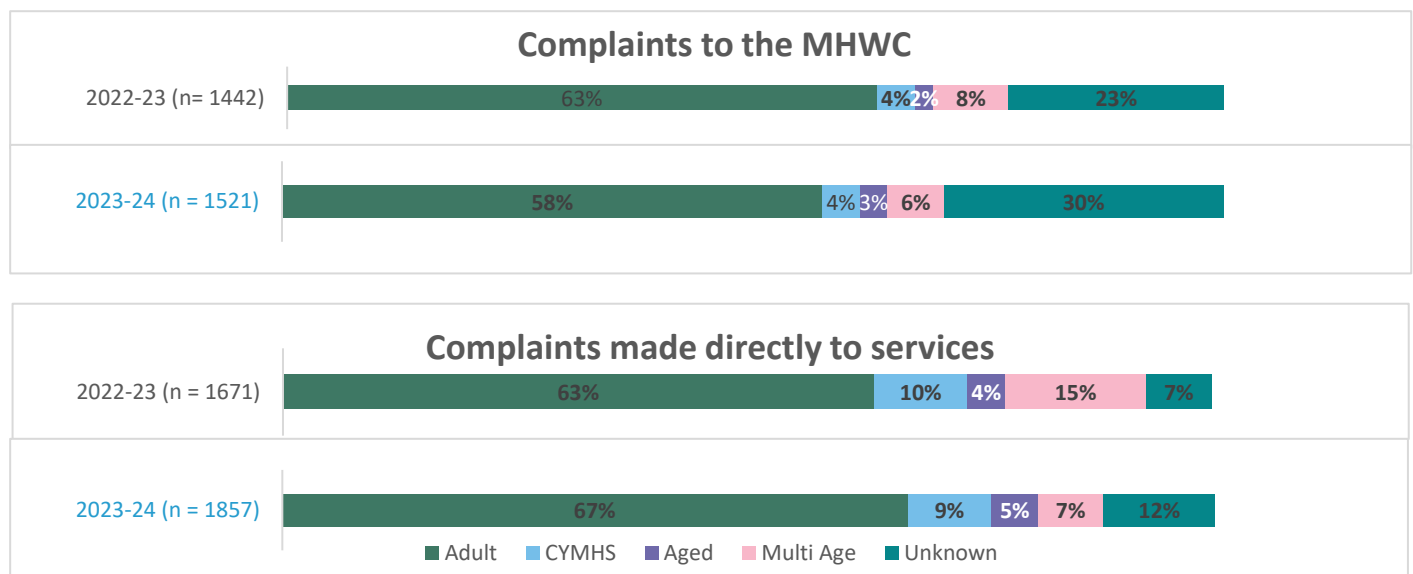
## Issues in complaints made to MHWC



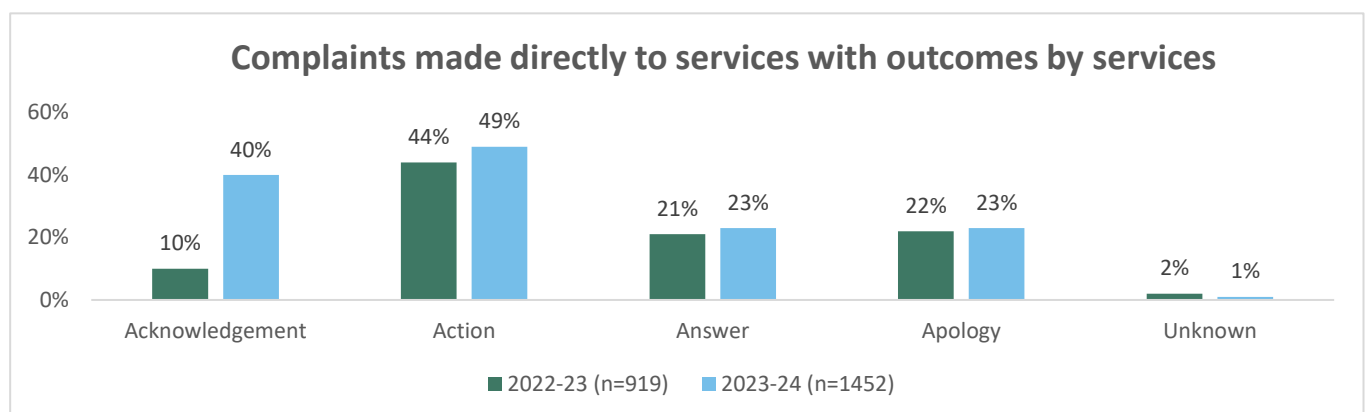
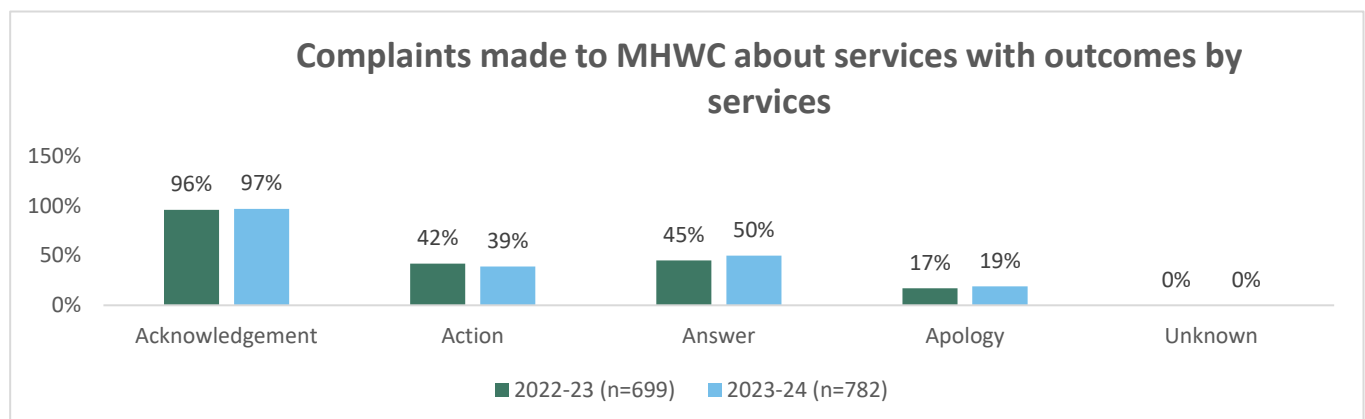
## Issues in complaints made to services

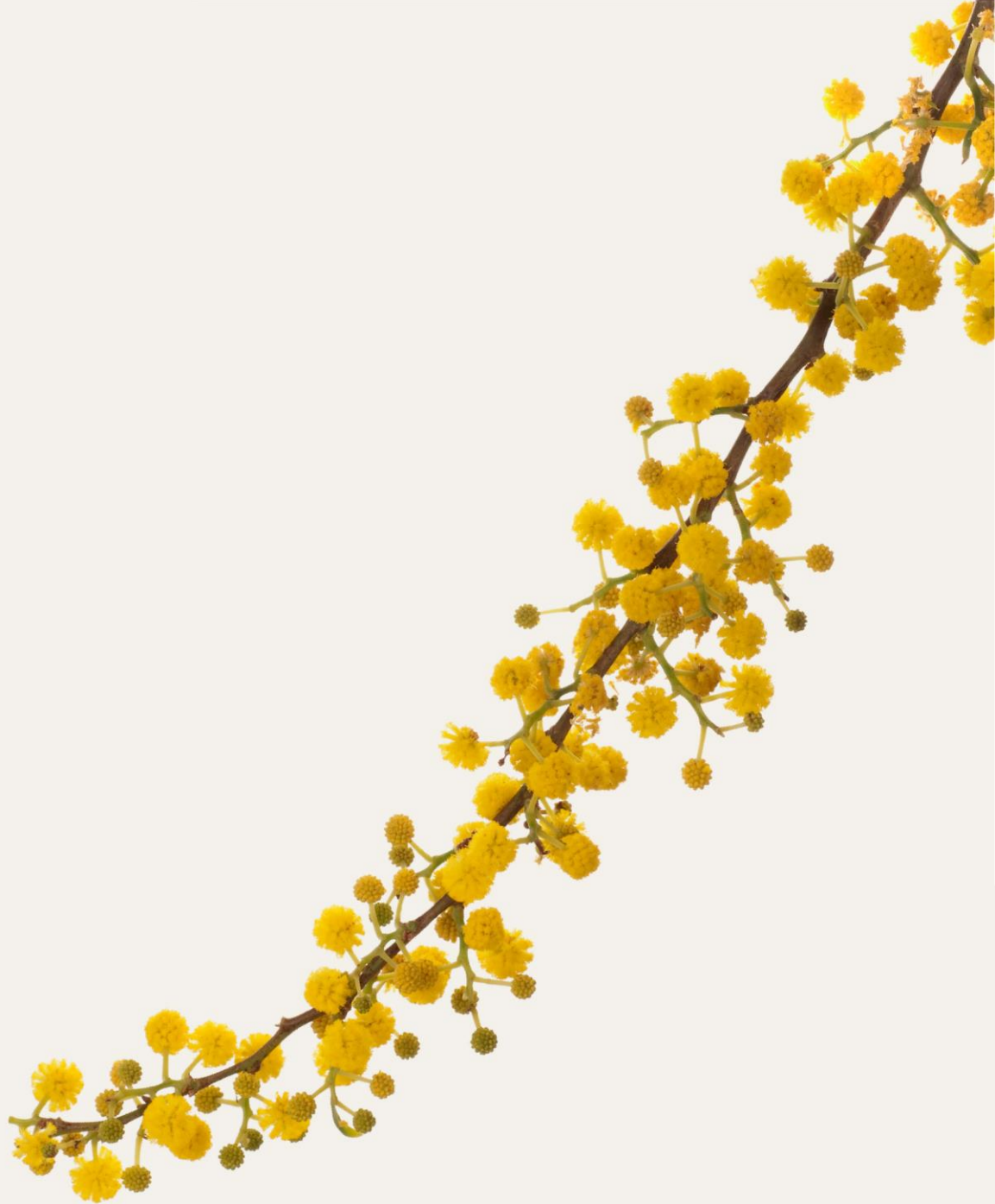


## What type of services were complaints being made about?



## What were the outcomes of complaints? Outcomes are framed in terms of '4 As' of complaint resolution: Acknowledgement, Action, Answer and Apology.





## Mental Health and Wellbeing Commission

[mhwc.vic.gov.au](http://mhwc.vic.gov.au)



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