

# Safeguarding rights and promoting people's recovery

VICSERV Towards Recovery Conference

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Mental Health Complaints Commissioner  
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# Our role and purpose

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## Part of the *Mental Health Act 2014*'s safeguard, oversight and service improvement provisions:

- safeguard the rights and dignity of people
- resolve complaints in ways that uphold rights and principles and support recovery
- help services to develop effective approaches to complaints
- use information from complaints to promote positive change for individuals, services and the mental health system.

# Our key messages





**Speak up.  
Your  
experience  
matters.**

**Speaking  
up improves  
services for  
you and  
other  
people.**



**It's your  
right to  
speak up.**

