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# Education and engagement

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## Promote key messages and accessibility through:

- visits to all service sites
- use of social media (Facebook, Twitter, LinkedIn)
- information and promotional materials
- engagement (consumer and carer organisations, advisory groups, peer worker networks, advocacy services)

## Promoting effective responses and building capacity by:

- developing a learning package
- supporting services in recognising and reporting complaints

# Complaints data: learnings

## Complaints to the MHCC – 999 complaints (2014-15)

**71%** from consumers

**37%** about treatment

## Complaints reported by services – 736 complaints (Jul-Dec 14)

**58%** from consumers

**21%** about treatment

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**60,000+** service users

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# What is a complaint?

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***Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.***

*– Australian Standard 2014 AS/NZS 10002:2014*

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# Key areas to address

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- Barriers to making complaints
- Issues in recognising and recording complaints
- Integrating responses to complaints with treatment and care
- Systems for reporting complaint issues and outcomes
- Creating ‘positive complaints cultures’ in services

# Creating 'positive complaints cultures'



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