**[Complaints Self-Assessment Tool](https://www.mhcc.vic.gov.au/complaints-self-assessment-tool)** – ref stage 7

Engagement material  
**Stage 7: Feedback about complaining**   
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# **Discussion points**

* Could asking someone who complained about whether the complaints process/response was effective simply provide an unwarranted and unexpected opportunity to complicate and intensify reactions beyond a natural closure point?
* Can feedback be solicited in ways that promote and enable practical improvements to the complaint process?
* Lived Experience staff usually have an informal stockpile of feedback about complaining and reactions to complaint processes: to be regularly consulted

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# **Constraints**

* Services’ complaint logging database system and associated tools (e.g. journals, spreadsheets, notes) may not have a feature, or text space, to also record concerns and complaints about the complaints process
* Time and staffing limitations may make regular progress check-ins and updates with those who complained impractical, and thus restrict chances for feedback-gathering
* Logistical limitations may mean that asking for feedback post-response is neither common nor standardised, and those who complained may not be willing to provide further, extended input

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# **Barriers**

* Mechanisms for soliciting and recording feedback about complaining are not standardised or widely used

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# **Advice**

* Check back in with those who have complained to get their feedback/suggestions on the process
* If feasible, this checking-in is done by someone independent of the resolution process
* Where possible record feedback verbatim and in full unedited, un-summarised form
* This feedback to be reviewed by Lived Experience staff and/or advisory bodies
* Testimonials could be gathered from people that have made complaints to encourage others to raise their concerns or complain, highlighting service improvements and positive outcomes to build confidence in the complaints process
* Those unhappy with the complaints process/resolution/outcomes to be given the contact details of the Mental Health Complaints Commissioner, Independent Mental Health Advocacy, Victorian Legal Aid and/or any other relevant body

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