

# Summary of service provider complaint report

## Mental Health Community Support Services

2022-23



# Introduction

## Purpose

The purpose of this summary presentation is to showcase key data for complaints to the MHCC and complaints and compliments directly to your service, largely focusing on the 2022-23 reporting year.

This summary outlines a range of complaints and compliments statistics, including who complainants are, what issues are raised, and how the complaints are resolved.

## Interpreting the data

Caution should be used when drawing conclusions from relative numbers of complaints reported by services.

High numbers of complaints reported by services may represent effective complaints reporting processes, a positive complaints culture and/or demonstrate high numbers of issues experienced by people who use the service.

Conversely, low numbers of complaints may indicate issues with the recording of complaints or the service's approach to complaints, or a high level of satisfaction with the service.

Complaints represent people's experience, and a sign of a positive complaints culture would be higher numbers of complaints to services and lower number of complaints to the MHCC, reflecting that people feel confident to raise their concerns with the service.

# The role of the MHCC

the MHCC collates and analyses complaints data about public mental health services to:



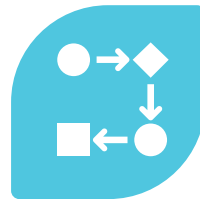
**identify key themes**  
and emerging issues  
across the sector



**gain insights into the**  
**concerns/experiences** of  
consumers, families and carers



**increase awareness** of  
systemic issues and  
improvement opportunities



understand the **status of**  
**complaint processes** and  
reporting across the sector



**inform our projects**  
and recommendations



Number of  
complaints and  
compliments

# How many complaints were made? 2022-23

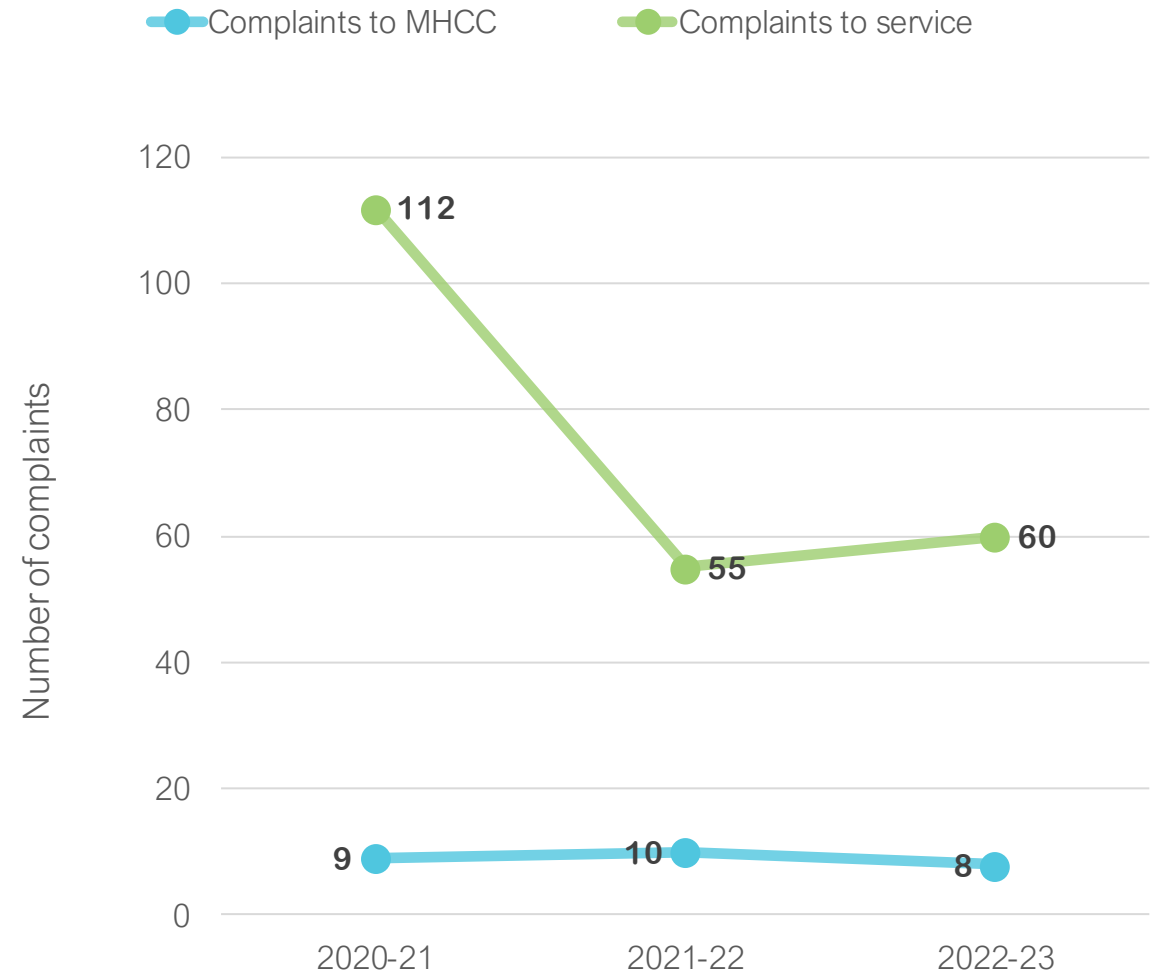
8

Complaints to MHCC about Mental Health Community Support Services

60

Complaints to Mental Health Community Support Services

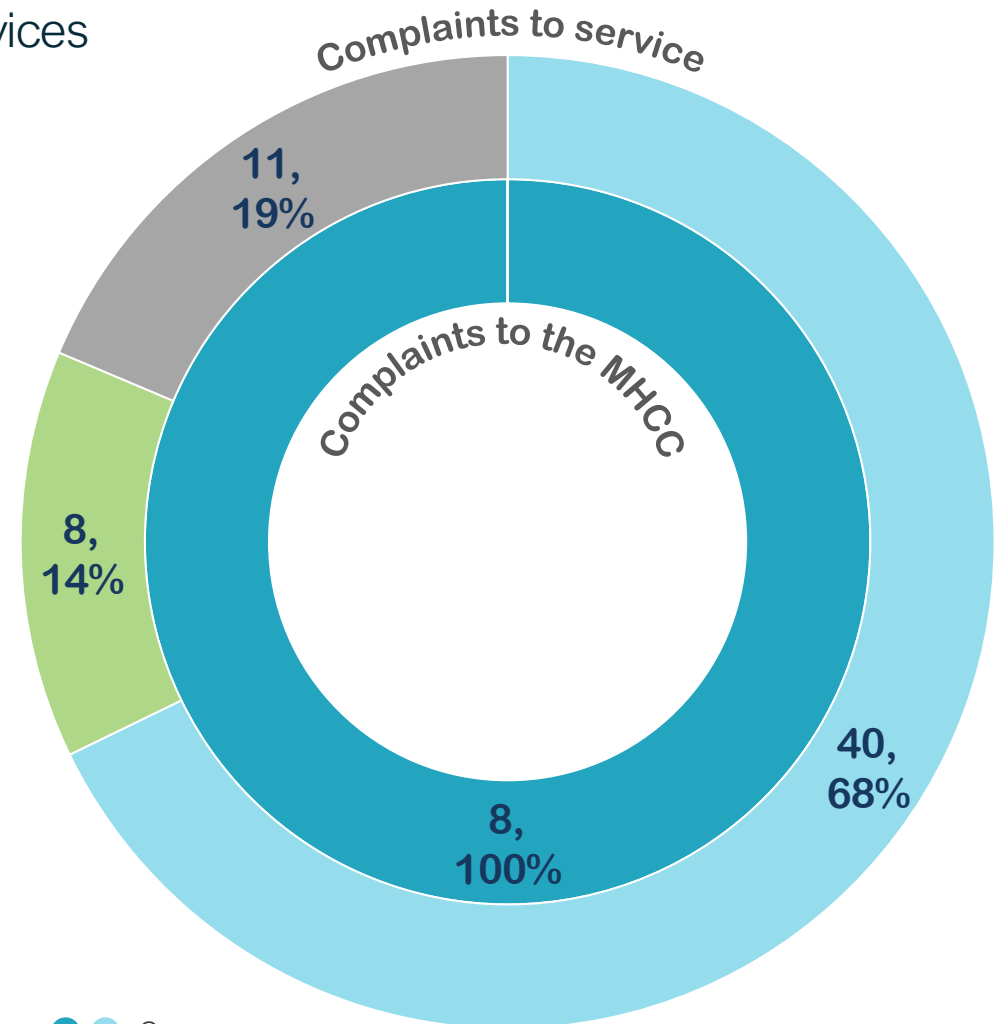
- The number of complaints made to the MHCC about Mental Health Community Support Services decreased marginally between 2021-22 and 2022-23, while the number of complaints made directly to the service increased.
- In line with the previous years, the number of complaints made to the MHCC about Mental Health Community Support Services remained lower than complaints made directly to the services.



# Who is making complaints? 2022-23

Complaints raised about Mental Health Community Support Services

- Consumers made all of the complaints to the MHCC about Mental Health Community Support Services and over two-thirds of complaints directly to the services (68%).
- Family members / carers made just 14% of complaints directly to the services.



- Consumer
- Family member/carer
- Other

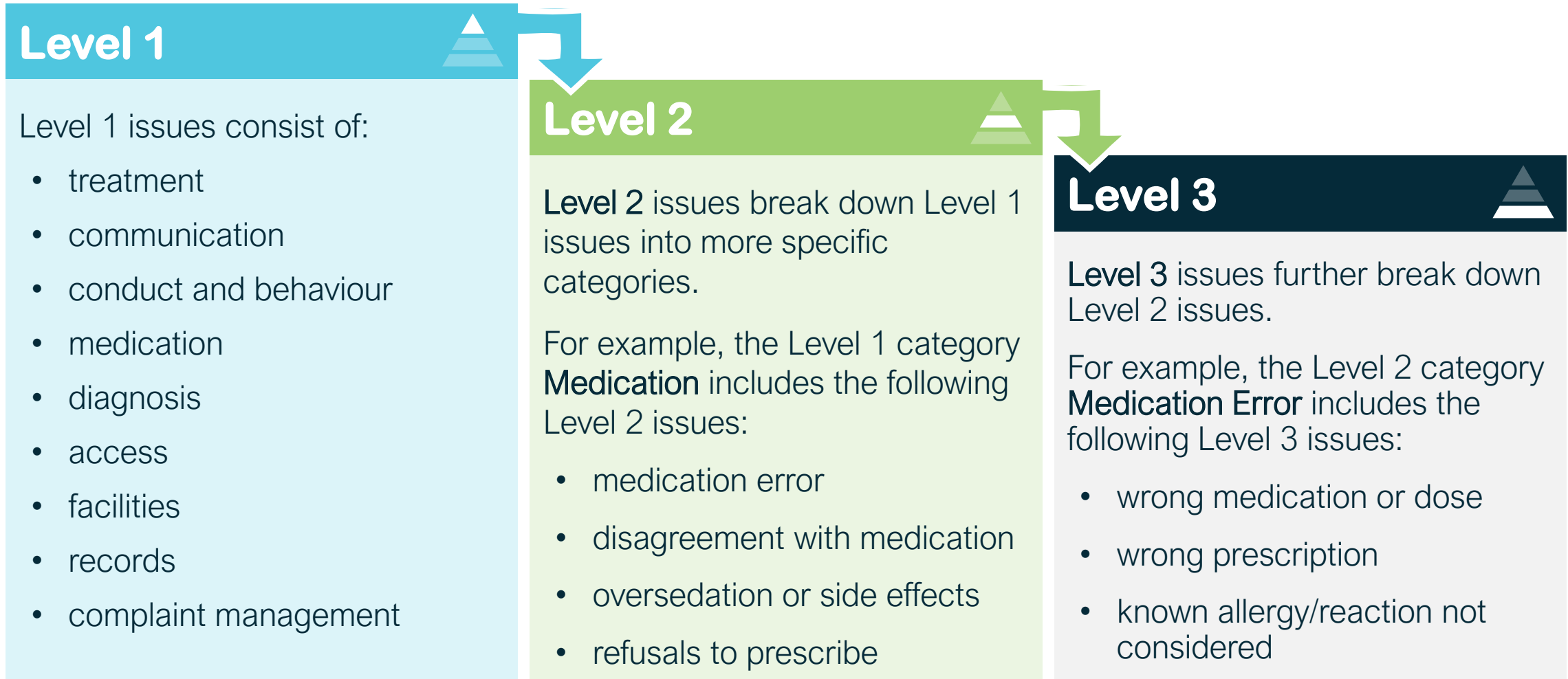
Note: this graphic does not include complaints where the complainant status was unknown.



# Issues raised in complaint

# How does the MHCC categorise issues?

the MHCC uses three levels of issue categories to classify complaints.



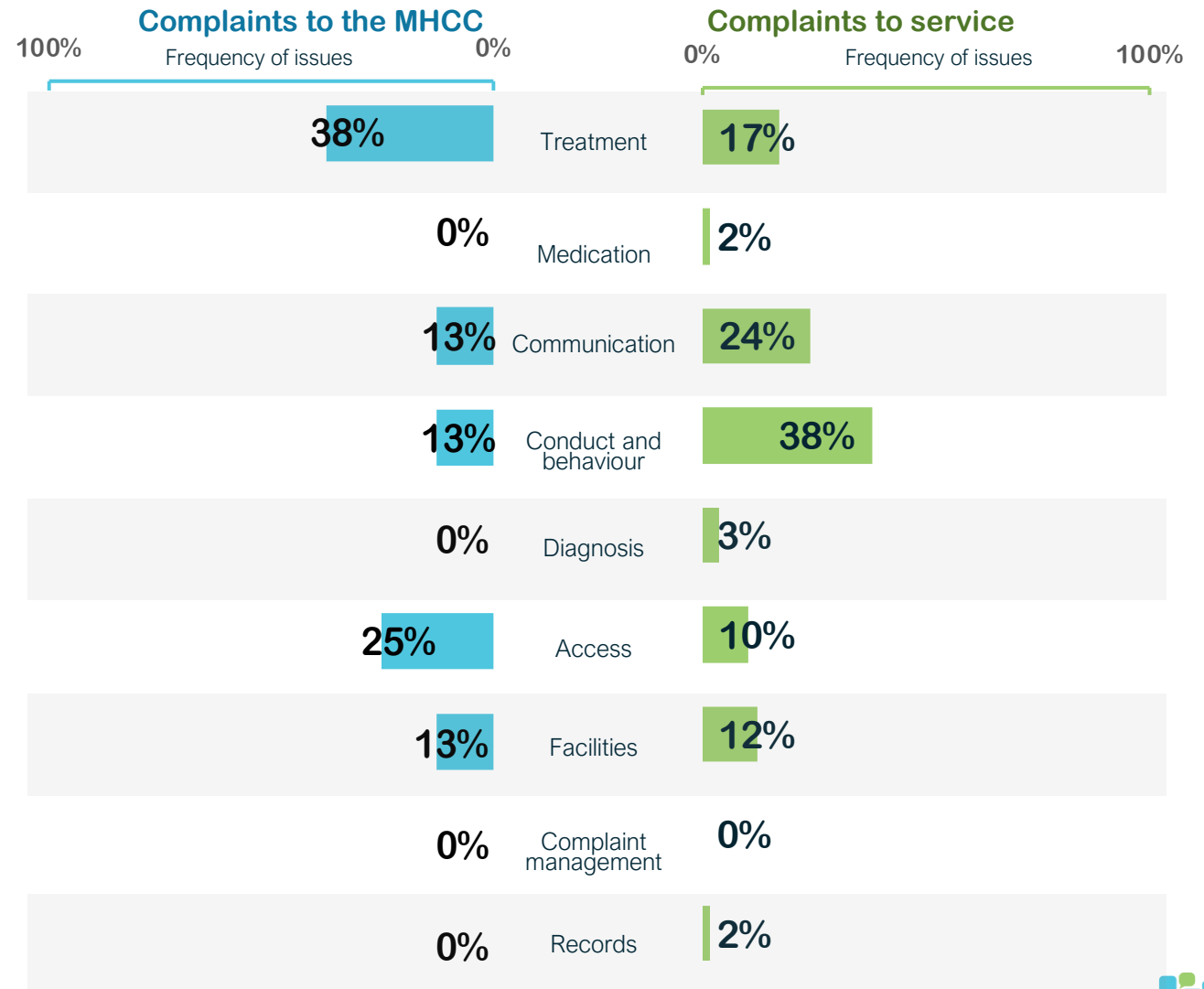


# What were complaints about? 2022-23

Level 1 issues raised about Mental Health Community Support Services

Complaints about Mental Health Community Support Services  
 ● to the MHCC (n=8)  
 ● to the service (n=60)

- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Mental Health Community Support Services were mostly about Treatment and Access.
- Conduct & behaviour, Communication and Treatment were the most common issues raised in complaints directly to the services.



# What were complaints about? 2022-23

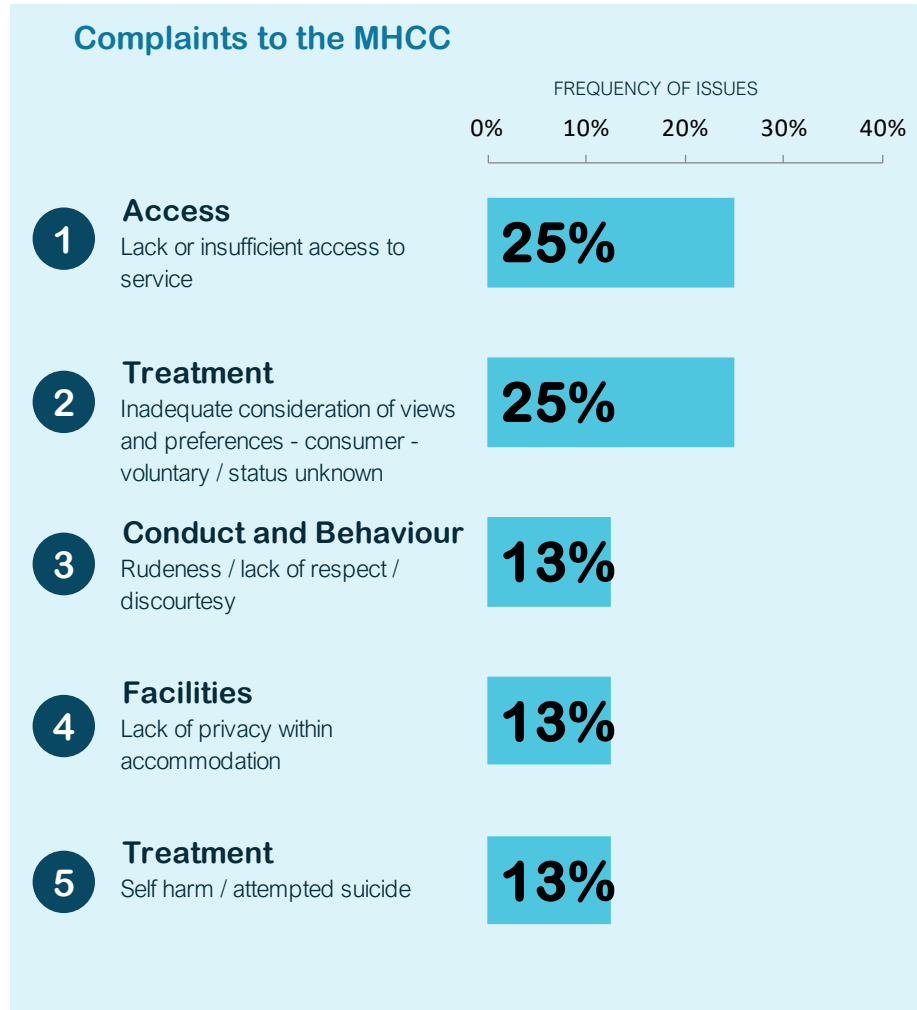
Most frequent Level 3 issues raised about Mental Health Community Support Services

Complaints about Mental Health Community Support Services

● to the MHCC (n=8)

● to the service (n=60)

- Lack or insufficient access to service and inadequate consideration of views and preferences of consumers were the most commonly mentioned issues among complaints made to the MHCC about Mental Health Community Support Services.
- Lack of empathy / compassion and inadequate / incomplete / confusing information were the most frequently raised issues among complaints made directly to Mental Health Community Support Services.



# Issues raised by consumers 2022-23

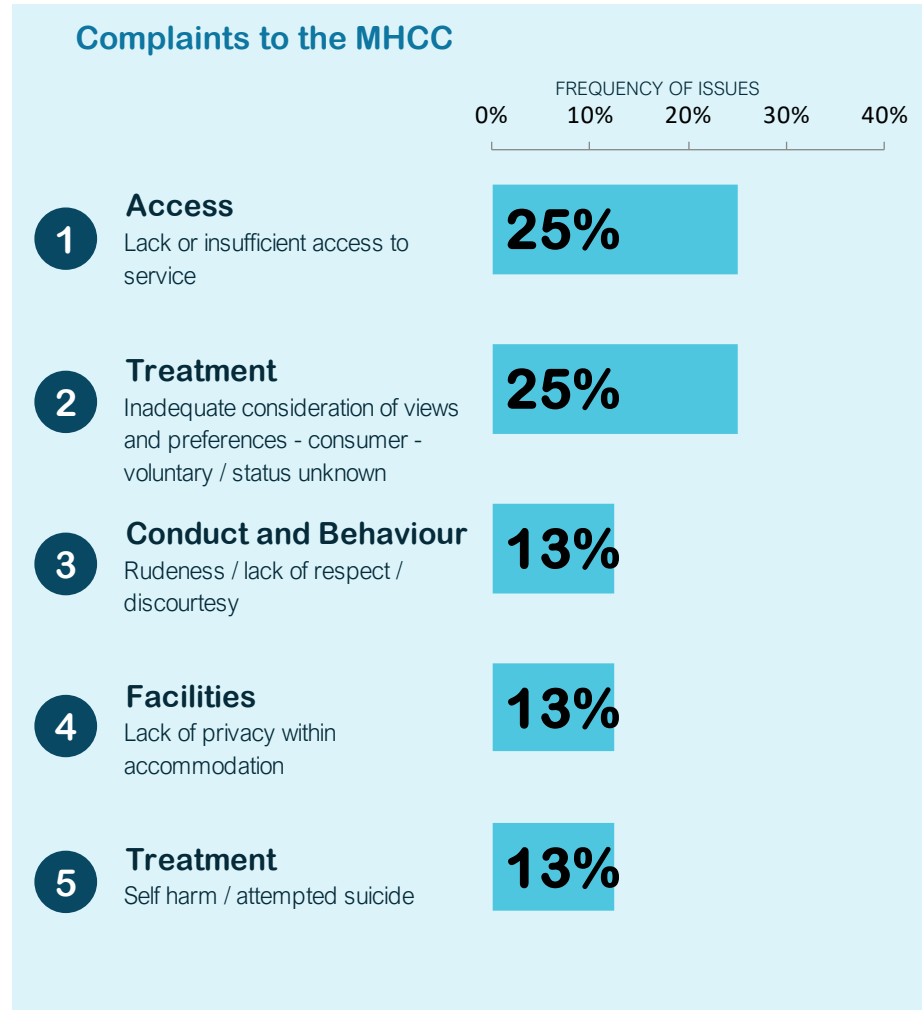
Complaints about Mental Health Community Support Services

● to the MHCC (n=8)

● to the service (n=40)

Most frequent Level 3 issues raised about Mental Health Community Support Services

- Issues reported by consumers in complaints to the MHCC about Mental Health Community Support Services included lack or insufficient access to service, and inadequate consideration of views and preferences of the consumer.
- The most commonly raised issue among complaints made by consumers directly to Mental Health Community Support Services was inadequate / incomplete / confusing information for consumers and a lack of empathy / compassion.



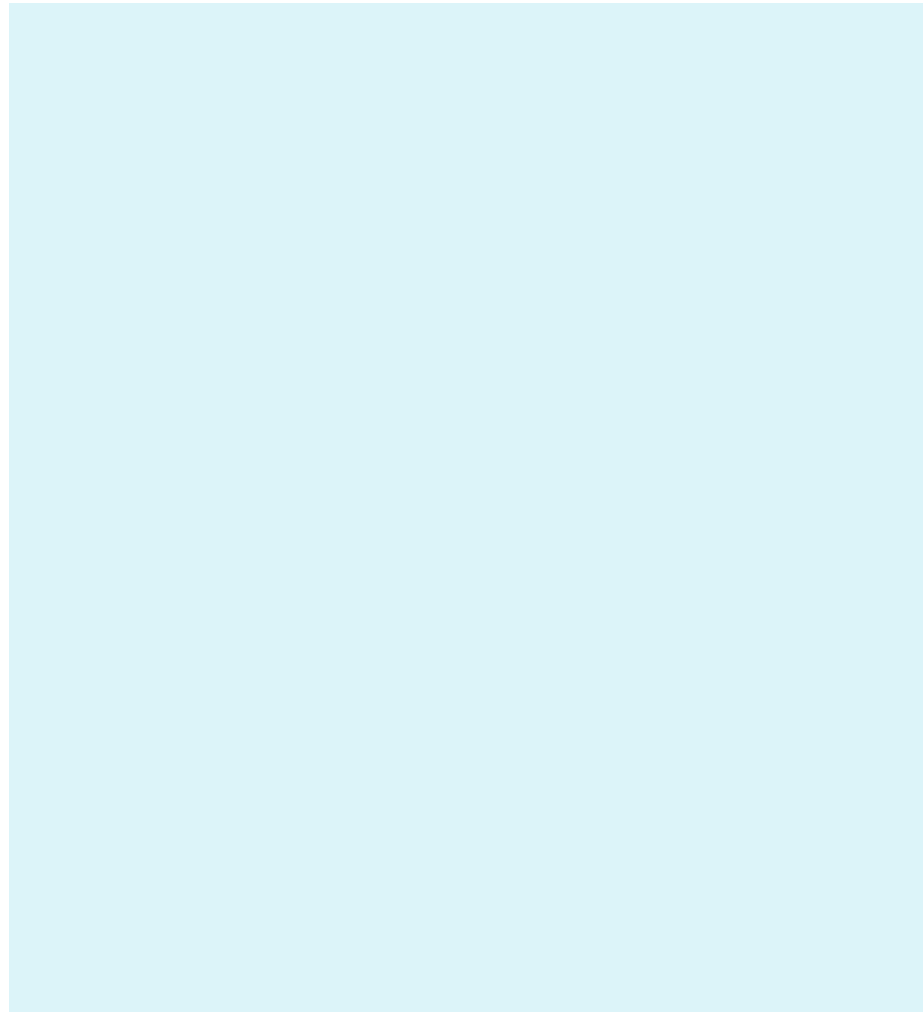
# Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Mental Health Community Support Services

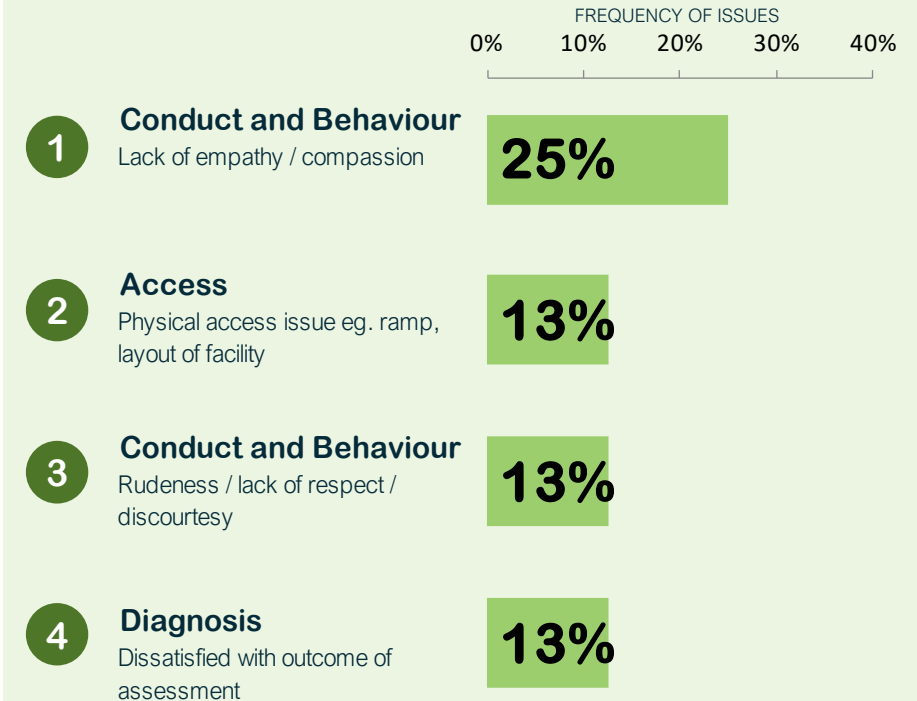
Complaints about Mental Health  
Community Support Services

- to the MHCC (n=0)
- to the service (n=8)

- No complaints were raised by carers to the MHCC about Mental Health Community Support Services.
- The most common complaint issue raised directly to Mental Health Community Support Services was a lack of empathy / compassion.



## Complaints to Mental Health Community Support Servi





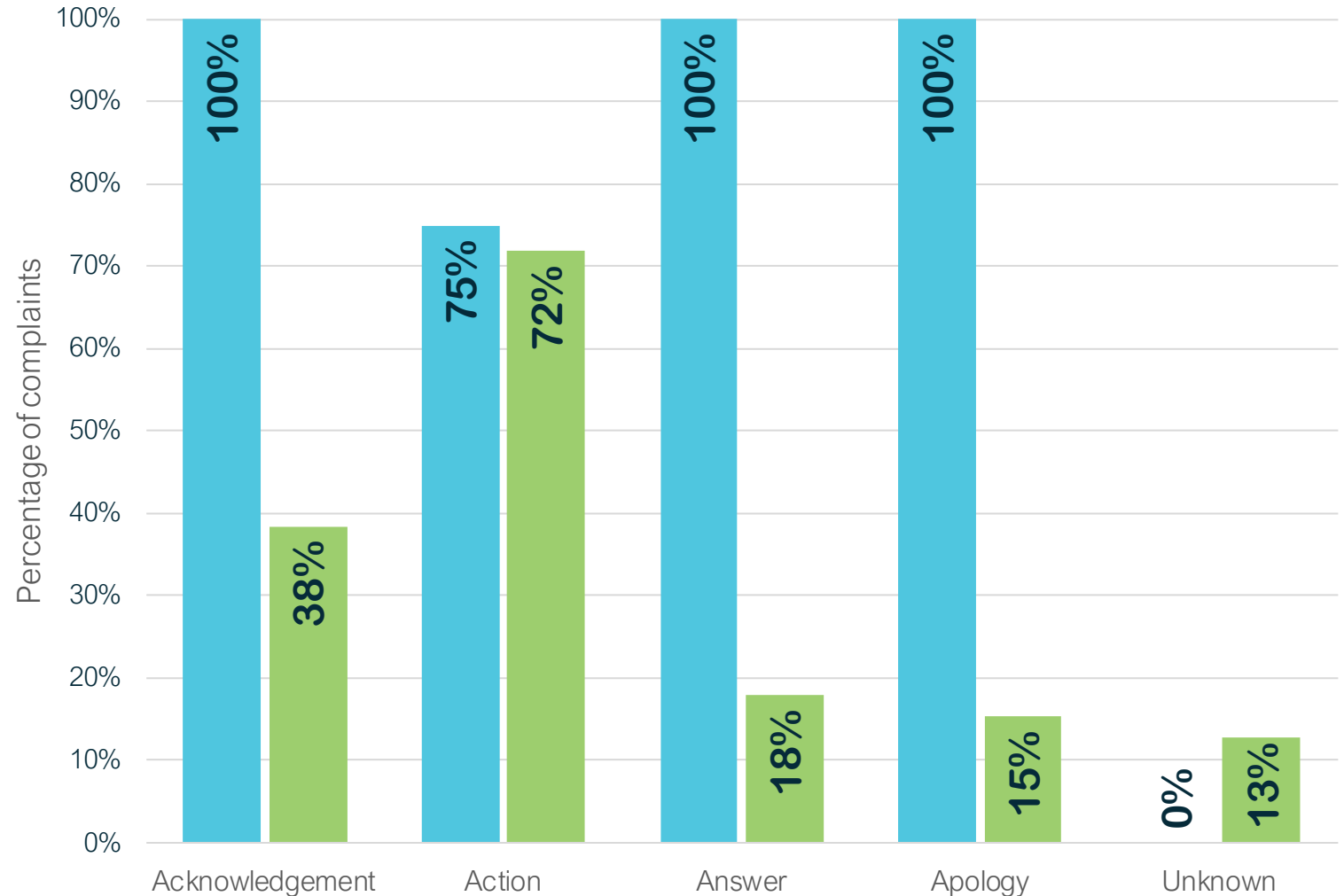
# Outcomes of complaints

# What were the outcomes of complaints? 2022-23

Closed complaints about Mental Health Community Support Services

- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Mental Health Community Support Services that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcome for these complaints were acknowledgement of the issue(s) raised by the complainant, an answer and apology in response to a complaint.
- The most frequent outcome for complaints made directly to Mental Health Community Support Services was responsive action.

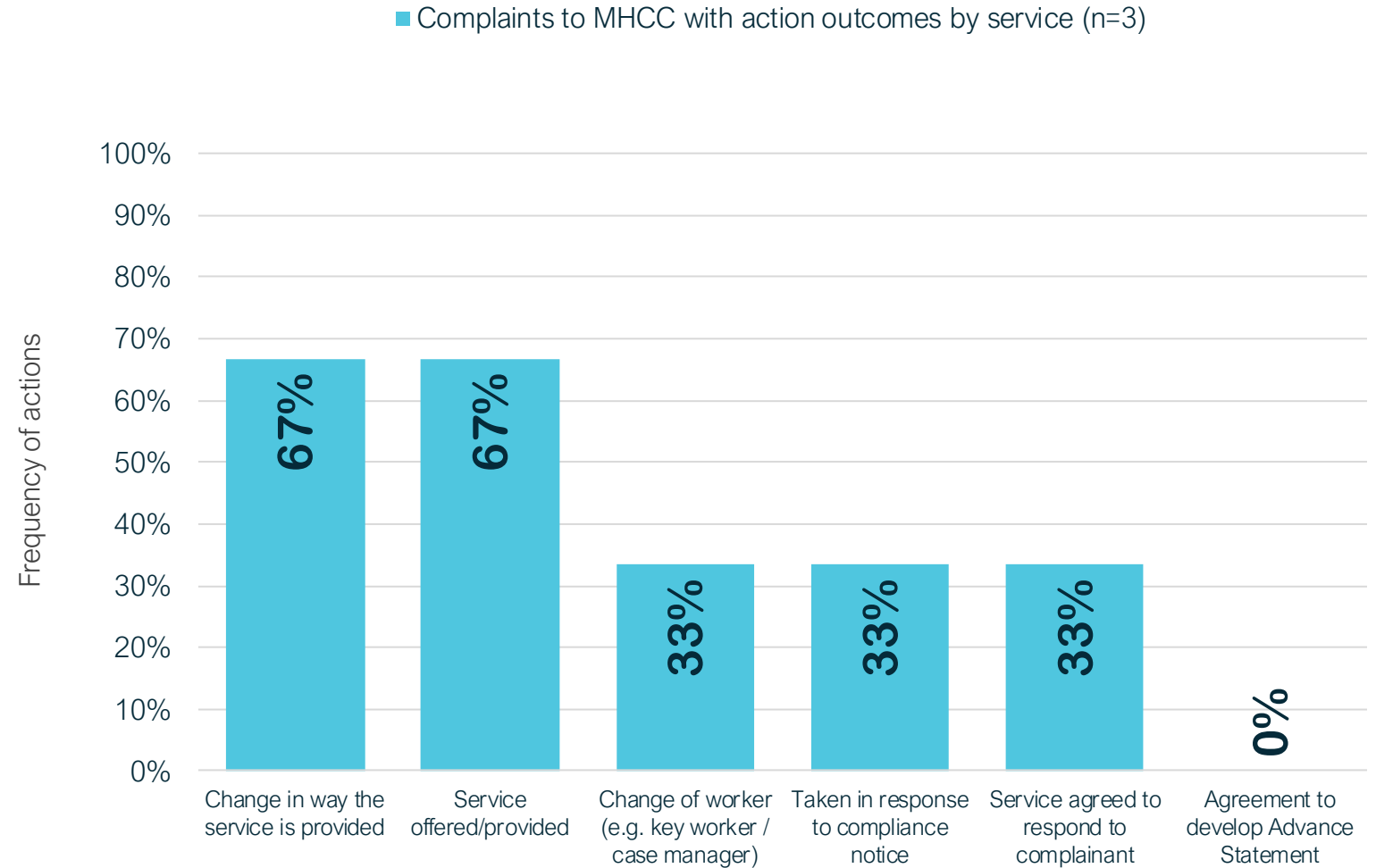
■ Complaints to MHCC about service with outcomes by service (n=4)  
■ Complaints to service with outcomes by service (n=39)



# What actions were taken by the service? 2022-23

Top specific actions taken by service in response to complaints to the MHCC

- Actions most frequently undertaken by Mental Health Community Support Services in response to complaints to the MHCC included:
  - change in way the service is provided
  - offering / providing service





# Themes in compliments

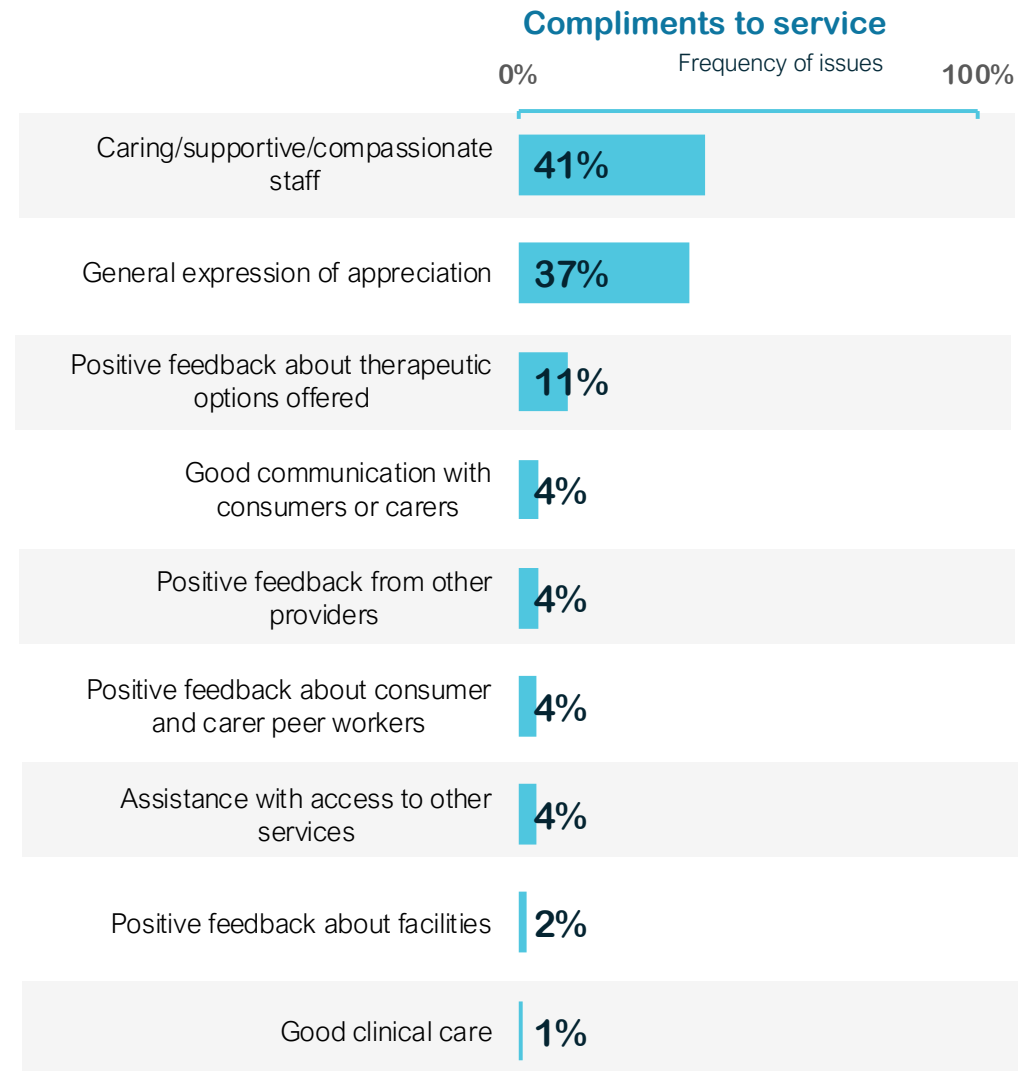


# What were compliments about? 2022-23

Compliments to Mental Health Community Support Services (n=179)

Issues raised in compliments about Mental Health Community Support Services

- Compliments made to Mental Health Community Support Services were generally positive feedback about caring / supportive / compassionate staff, followed by general expression of appreciation.



# Key points to consider



## Complaint numbers

- The number of complaints made to the MHCC about Mental Health Community Support Services decreased marginally between 2021-22 and 2022-23, while the number of complaints made directly to the service increased.
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## Issues raised

- Issues raised in complaints to the MHCC about Mental Health Community Support Services were mostly about Treatment and Access.
- Conduct & behaviour, Communication and Treatment were the most common issues raised in complaints directly to the services.



## Outcomes

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