



## Client Complaints Policy

You have the right to make a complaint about the services provided by the Mental Health Legal Centre staff or volunteers, how you were treated or other matters.

MHLC seeks to improve its services through comments and complaints. Accordingly, all complaints will be dealt with:

- following the principles of natural justice;
- promptly;
- understanding and respect;
- in a way that protects privacy and confidentiality.

If you need help with making a complaint, you can speak to us about how we may assist you.

### How to make a complaint

Many complaints can be resolved by taking to the person you dealt with to see if your concerns can be resolved.

#### **Verbal complaints**

If you wish to make a verbal complaint or make suggestions, you may ask to speak with the Manager.

#### **Written complaints**

You can email complaints to [mhlc@mhlc.org.au](mailto:mhlc@mhlc.org.au).

Alternatively, written complaints can be addressed to:

Manager  
Mental Health Legal Centre  
PO Box 12365 A'Beckett St  
Melbourne VIC 8006

If the complaint is regarding the Manager, the written complaint should be addressed to the Chairperson and marked "Private and Confidential."

Clients may make complaints anonymously, if they wish.

### How we deal with complaints

Verbal complaints will be followed up by the person who received the complaint.

The Manager (or Chairperson) receives and follows up written complaints.

The person making a written complaint will be contacted within seven business days of the complaint being made. Information about the process and timeframe for addressing the complaint will be provided. Additional information may be required to properly assess the complaint.

Complaints will be investigated and an outcome proposed within four weeks of a complaint being received. If this timeframe cannot be met, the person making the complaint will be notified.

The person making the complaint will be advised when the investigation is complete, and if appropriate, advised of the outcome or solution.

The Board receives reports about written complaints. The Manager keeps records of all client complaints. We use this information to review and improve our services.

## External complaint body

Complaints about lawyers may be made to:

The Legal Services Commissioner

Level 9, 330 Collins Street

Melbourne VIC 3000

Phone: 1300 796 344 (local call within Victoria) or 9679 8001

Web: [www.lsc.vic.gov.au](http://www.lsc.vic.gov.au)