

For the urgent attention of:

Mental Illness Education ACT
PO Box 4074
Ainslie ACT 2602

Level 1. Room 10. The Griffin Centre,
20 Genge Street
Canberra City 2601

PO Box 4074 Ainslie ACT 2602
Phone: +61(02) 6257 1195
Email: admin@mieact.org.au

Web: www.mieact.org.au



Feedback & Complaints

mieact

A safe space for
mental health education

MIEACT Policy Statement

MIEACT offers members, program clients, stakeholders and the public the opportunity to provide feedback on their experiences with MIEACT.

We value this feedback and aim to manage complaints in a prompt, fair, transparent and consistent way. We are committed to using information from feedback and complaints in our planning and evaluation processes. Complaints provide one form of feedback to MIEACT that assists us to identify mistakes or improve our services to members. Positive feedback reinforces the need for particular activities.

MIEACT has limited resources and so our feedback mechanisms are simple, inexpensive and easy to use. A complaint and feedback form will be made readily available on our website or by contacting staff. Complaints and feedback will be recorded and referred to by MIEACT staff and Board as part of annual organisational and strategic planning processes.

How to make feedback/complaints

There are a number of ways to contact MIEACT with your comments:

- » **Complete a post session evaluation form.**
- » **Complete, detach and submit the attached Feedback Form on the back of this brochure and hand it in or post it to our office (address printed overleaf).**
- » **Email us at admin@mieact.org.au**
- » **Phone us on (02) 6257 1195**
- » **Complete our online feedback form www.mieact.org.au/contactus**

What happens next?

MIEACT staff will review / investigate your comments and suggestions. Based on our findings one or more of the following will occur:

- » If the individual has provided contact details they will be contacted by staff to acknowledge receipt of their feedback.
- » If the matter is a complaint the individual will be notified of the outcomes of MIEACT's investigation and its intended actions in written form within five working days. However, we will advise you if we need more time. Our response will detail how the individual may respond if they are not happy with the outcome.
- » Depending on the nature of the complaint there may be further follow-up in an agreed timeframe.
- » If the individual is not satisfied with the conclusion they may take the matter further to the MIEACT Audit & Risk Sub-Committee of the Board. Contact details provided upon request.
- » The whole process will be documented and used to inform MIEACT's quality improvement process.

Please note that consumers and carers wishing to make a complaint may do so through a third party, advocate or via their Peak Body.

ACT Mental Health Consumer Network

Level 2, The Griffin Centre, 20 Genge Street, Canberra City ACT 2601

P: (02) 6230 5796 E: admin@actmhcn.org.au

Carers ACT

2/80 Beaurepaire Crescent, Holt ACT 2615

P: (02) 6296 9900 E: carers@carersact.org.au

Feedback And Complaints Form

You can complete this form online via our website
<https://www.mieact.org.au/contactus>

Name: _____ Date: / /

Comment:

If you need more space please attach another sheet

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What, if any, action would you like to see?

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If you would like to be contacted with a response, please leave your contact details:

Email:

Phone:

Please be aware that while anonymous complaints will be considered, feedback cannot be provided.