

How to make a complaint about your mental health care



This easy read information sheet will help you if

- you are not happy with the **mental health** care you are getting
- you are worried about how you are being treated by **mental health workers**

It will tell you

- who you can talk to
- how to make a complaint if you are not happy



Mental health is about how you think and how you feel.



Mental health workers are people who work to help you with your mental health.



You can talk to someone you trust.

This could be

- your family
- your friend
- your support person
- a hospital worker



If you do not want to talk to these people that is OK too.

You can talk to other people.



Official Visitors

Official Visitors make sure people who are getting mental health care are treated well.

They can help

- people in hospital
- people on a Community Treatment Order

They do not work for mental health services.



You can tell an Official Visitor your ideas on how a mental health service can treat you better.



You can also make a **complaint** with the Official Visitor.

A **complaint** is when you tell someone you are not happy with something.



All complaints are **confidential**.

Confidential means information about you that people should not share with others.

This means only people who are dealing with the complaint will know about it.



To talk to an Official Visitor you can call **1800 208 218**.

This call does not cost money.

You can also ask someone you trust to call for you.



To write to an Official Visitor you can email

OfficialVisitorsProgram@health.nsw.gov.au



If you are in a mental health hospital

You can talk to an Official Visitor when they visit your hospital.

You do not have to talk to an Official Visitor if you do not want to.

You can ask someone you trust to tell the hospital workers you would like to talk to the Official Visitor.

This can be

- a family member
- a friend
- a support person



You can also leave a letter in the Official Visitors box.

The Official Visitors box is a locked box on the ward.

Only Official Visitors can read the letters in this box.



For more information about Official Visitors see the website

<https://officialvisitorsmh.nsw.gov.au>



You can also contact the Health Care Complaints Commission.



You need to make complaints to the Health Care Complaints Commission in writing.

You can ask someone you trust to help you write the complaint.



You can ask

- a family member
- a friend
- a support person



The Health Care Complaints Commission can also help you write your complaint.

You can call them on **1800 043 159**.

This call does not cost money.



You can fill in a form at this website
<https://ecomplaints.hccc.nsw.gov.au/>.



You can also send the complaint in writing to

**Health Care Complaints Commission
Locked Mail Bag 18
STRAWBERRY HILLS NSW 2012**

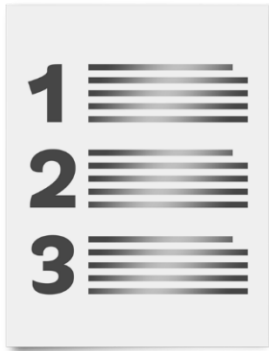


Or by email to

hccc@hccc.nsw.gov.au

For more information visit the Health Care Complaints Commission website at

www.hccc.nsw.gov.au



There is a list of what some **words** mean in this information sheet **here** or go to **www.3dn.unsw.edu.au/projects/easyread**.

Easy read information on public mental health services in New South Wales

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This information sheet is part of a series of easy read resources explaining

- how people can access public mental health services in New South Wales and
- what they can expect.

For information on how to support people to use easy read see [**Making mental health information accessible for people with intellectual disability – A Toolkit**](#)

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