

Victorian Centre for Mental Health is committed to working together with all personnel who provide services at the facility to ensure the fair, efficient and swift resolution of all complaints at all levels with the following principles:

- Complaints are acknowledged and responded to promptly and with sensitivity
- All complaints will be handled discreetly and in confidence
- A person, where possible, may make a complaint anonymously
- Complaints are assessed and dealt with fairly and effectively
- The complaints handling process and the person making a complaint will not be charged for the time or expense involved in handling the complaint
- People making complaints are provided with information about the outcome of their complaint
- People making complaints will not suffer any detriment because a complaint has been made by them or on their behalf

Please do not hesitate to speak with any of our staff during your admission or contact our Complaints Officer by email feedback@vcmh.com.au or phone 03 5947 7862 should you wish to lodge a complaint with preferred method of communication.