



Mental Health Commission

Customer Complaints Procedure

2008

Customer Complaints Procedure – Mental Health Commission

1. Introduction

The Mental Health Commission, an independent statutory body, was established in April 2002 under the provisions of the Mental Health Act, 2001. The principal functions of the Commission, as specified in the Mental Health Act, 2001 are to promote, encourage and foster the establishment and maintenance of high standards and good practices in the delivery of mental health services and to take all reasonable steps to protect the interests of persons detained in approved centres (Section 33 (1)).

The remit of the Commission incorporates the broad spectrum of mental health services including general adult mental health services, mental health services for children and adolescents, older people, people with learning disabilities and forensic mental health services.

2. Mental Health Commission – Quality Customer Service

The Mental Health Commission is committed to offering a quality customer service to all its customers, ensuring that all customer contacts are dealt with in an efficient, professional and courteous manner.

2.1 The development of a *Customer Charter* for the Mental Health Commission has been guided by the Governmental Principles of Quality Customer Service. The charter sets out the role of the organisation, our values and service standards and applies to all our stakeholders. The *Customer Charter* is available on our website at www.mhcirl.ie. A Customer Action Plan for the Mental Health Commission is currently being developed.

2.2 The core values which underpin the delivery of services by the Commission are:

Accountability and Integrity: The Commission is committed to expressing these values by operating at all times with probity and in a transparent manner.

Dignity and Respect: The Commission respects the dignity of those in contact with the organisation and responds with courtesy and consideration.

Confidentiality: The Commission pledges to handle confidential and personal information with the highest level of professionalism and to take due care not to release or disclose information outside the course of that necessary to fulfil

our legal and professional requirements.

Empowerment: The Commission recognises that empowerment lies through the provision of information, training and education in an accessible manner.

Quality: The Commission is committed to striving for continuous quality improvement in all its activities.

Achieving Together: The Commission is committed to collaborating for improvement through ongoing partnership, consultation and teamwork.

3. Customer Charter Service Standards

- 3.1 The Mental Health Commission is committed to offering a quality and timely service and to dealing with people courteously, professionally and efficiently.

Equality and Diversity

We recognise the importance of a fair and unbiased service and will do our best to provide one. We respect the diversity of our customers and stakeholders. We are also aware of our obligations under the Equal Status Acts of 2000 and 2004 and the Disability Act 2005.

Access

We will do all we can to make the mental health services accessible to all, by identifying barriers to access.

Information

We will do our best to make sure that the information we provide is clear, timely, and accurate.

Complaints and Appeals

If you are not satisfied with the quality of our service, please tell us. We will do our best to deal with your complaint to your satisfaction.

Consultation and Evaluation

We are committed to working with stakeholders through ongoing partnerships,

consultation and teamwork to continually improve the mental health services.

Official Languages Equality

You have the right to use either English or Irish, the official languages of the State, in your dealings with us. We have produced our main publications in English and Irish and a number of our publications are also available in other languages.

Integrated Service

We will work closely with key stakeholders to provide a co-ordinated service and integrated quality mental health service.

Internal Customers

The role that staff play in the delivery of a quality customer service is key to the success of the Mental Health Commission. We regard staff as internal customers and will support and consult regularly with them regarding developments within the Commission.

4. Customer Complaints

4.1 What kind of complaints does this procedure cover?

The complaints procedure covers complaints about the quality of the service which you receive from the Mental Health Commission.

4.2 What to do first?

If you are dissatisfied with the service you receive, please express this to the person with whom you are dealing. Every effort will be made to resolve the matter with your primary contact at the Commission, who will respond to you within two working days. The Commission's staff are committed to the provision of a quality customer service and will make every effort to resolve any difficulties which you experience. A written record of your discussion with the member of staff concerned will be kept by the Mental Health Commission.

4.3 How to make a formal written complaint?

If you remain dissatisfied and wish to formally make a complaint, you can contact the Chief Executive Officer, who will ensure that your complaint is formally investigated. Complaints may be made in writing. Please complete the attached complaints form (Appendix A) and address marked strictly private and confidential to the following:

Chief Executive Officer
Mental Health Commission
St. Martin's House
Waterloo Road
Dublin 4
Telephone: (01) 6362400
Facsimile: (01) 6362440

When making a complaint try to give as much detail as possible including any correspondence/documentation which is relevant to your complaint. If you have special needs that may affect your ability to make a complaint. The Commission will make every effort to assist you.

4. Standards for Dealing with Complaints

4.1 We try to resolve complaints within the shortest possible timeframe.

- You will receive a written acknowledgment of your written complaint within five working days of receipt.
- Your complaint will be dealt with in confidence, fairly and impartially.
- A staff member other than the person originally involved will examine your complaint
- Your complaint will be examined and reviewed and a reply sent to you within twenty working days of the receipt of your complaint.



Mental Health Commission

Complaints Form

Appendix A.

* Please let us know at the earliest convenience, if you have any special needs that may affect your ability to make a complaint. The Commission will make every effort to assist you.

Section 1: Personal Details

Title: Ms/Mr/Mrs

Surname: _____

Forename: _____

Address: _____

Address for contact if different _____

Telephone: _____ **Mobile:** _____

e-mail: _____

Section 2: About your complaint

Please outline the background to the complaint including the name of the staff member / division that dealt with you.

Section 2: About your complaint (continued)

Signature: _____ **Date:** _____

***It would be most helpful if you included copies of relevant documentation/correspondence with your complaint form.**

Complaints should be addressed to the following:

**Chief Executive Officer, Mental Health Commission,
St. Martin's House, Waterloo Road,
Dublin 4.**