



Complaints Procedure

Mental Health Commission

Mental Health Commission

1. The Mental Health Commission, an independent statutory body, was established in April 2002 under the provisions of the Mental Health Act, 2001.

2. Our Mission

Our mission is to safeguard the rights of service users, to encourage continuous quality improvement, and to report independently on the quality and safety of mental health services in Ireland.

3. Our Core Activities - Quality Service

	Our Core Activities	
Regulation {	Registration and Enforcement	<ul style="list-style-type: none"> - Registering approved centres. - Enforcing associated statutory powers e.g. attaching conditions.
	Inspection	<ul style="list-style-type: none"> - Inspecting approved centres and community mental health services. - Reporting on regulatory compliance and the quality of care.
	Quality Improvement	<ul style="list-style-type: none"> - Developing and reviewing rules under the Mental Health Act 2001. - Developing standards, codes of practice and good practice guidance.

		<ul style="list-style-type: none"> - Monitoring the quality of service provision in approved centres and community services through inspection and reporting. - Using our enforcement powers to maintain high quality mental health services.
Independent Reviews	Mental Health Tribunal Reviews	<ul style="list-style-type: none"> - Administering the independent review system of involuntary admissions. - Safeguarding the rights of those detained under the Mental Health Act 2001.
	Legal Aid Scheme	<ul style="list-style-type: none"> - Administering of the mental health legal aid scheme.

4. Complaints

4.1 What type of complaint does this procedure cover?

This 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 five working days. The Commission's staff are committed to the provision of a quality 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 in writing, who will ensure that your complaint is formally investigated. Please complete the attached complaints form and address marked strictly private and confidential to the following:

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

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 in writing, the Commission will make every effort to assist you.

5. Standards for Dealing with Complaints

5.1 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 receipt of your complaint.



Mental Health Commission

Complaints Form

* Please let us know at the earliest convenience, if you have any special needs that may affect your ability to make a written 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 detail of your complaint.

