

Complaints Procedure

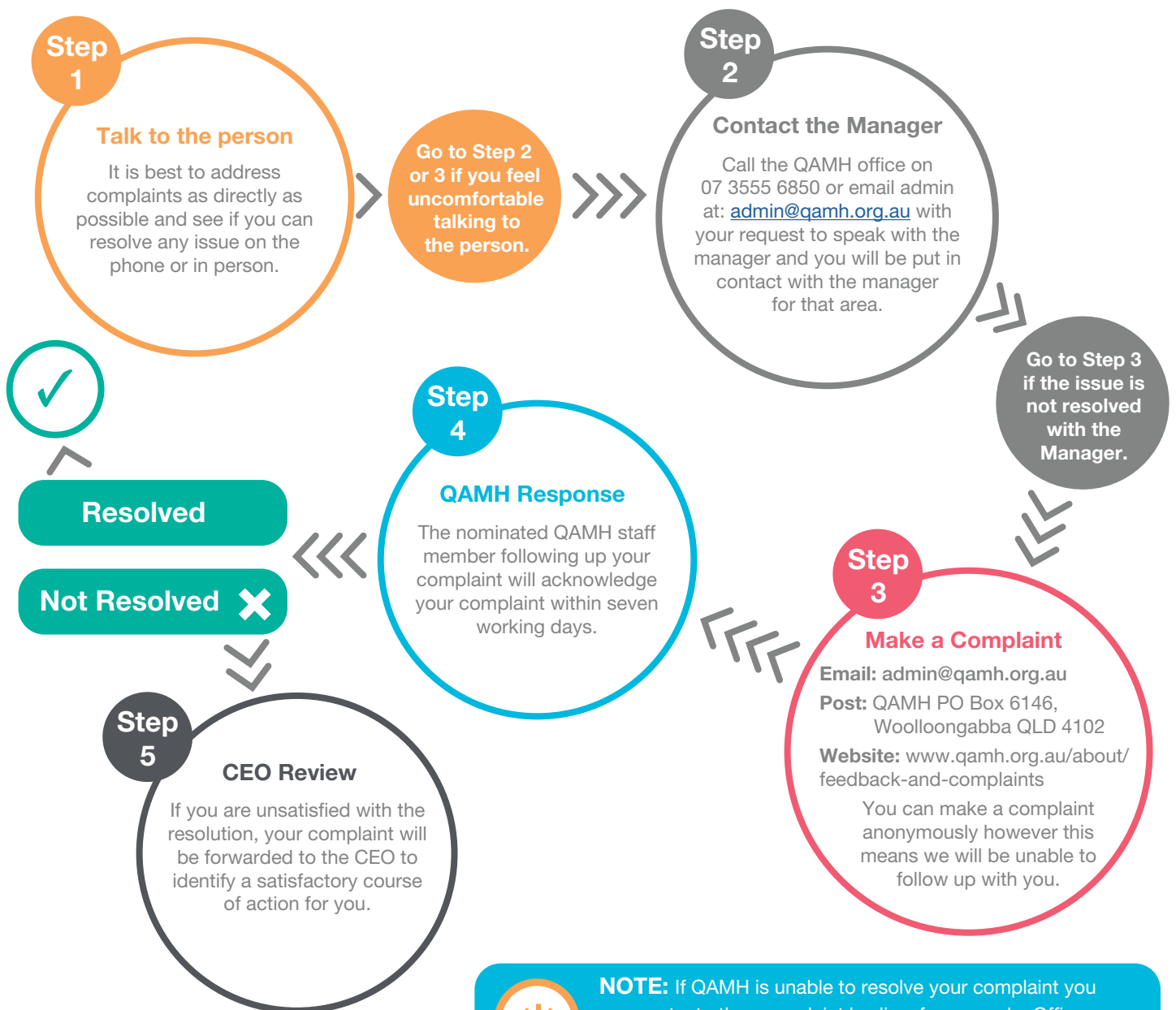
Our Commitment to You

The Queensland Alliance for Mental Health (QAMH) is committed to continually improve services we provide to the people and organisations we engage with. We want to ensure that any person or organisation using our services, has the right to provide us with feedback and lodge a complaint in relation to the work of the organisation.

We value feedback from people and organisations that engage in our services and commit to resolving issues quickly, fairly, efficiently and with courtesy.

We respect your rights to confidentiality, access, equity, and transparency, and these shall be maintained throughout the feedback and complaints handling process.

QAMH Feedback and Complaints Procedure



NOTE: If QAMH is unable to resolve your complaint you can contact other complaint bodies, for example: [Office of the Health Ombudsman](#) or [Queensland Government – people with disability/legal Information and your rights](#).