



Complaints and Feedback Information for the Consumer

To improve our service, we value your feedback. As such, the below describes the process to submit feedback and/or how to log a complaint.

What is a complaint?

A complaint is a statement, or an implication that something is unsatisfactory or unacceptable. You can send us a complaint if you are unhappy with the service or support you have received for any reason.

Complaints are not the same as feedback.

What is Feedback?

Feedback is a suggestion or a compliment. You can provide feedback if you'd like to provide our service with information related to:

- something we have done that has left you feeling happy and/or supported
- you providing information on how we might be able to do something better
- something you would like us to consider

Why are complaints and feedback important?

Complaint management is important so that we can address the specific needs of service users and their supporters.

We use data from our complaint management system to improve services for everyone.

When to make a complaint

- If you think you have been treated unfairly
- You are not happy with the service we have provided
- Something or someone makes you unhappy

When to provide feedback

- When something has gone well and/or makes you happy
- When we can do something better

Your privacy

Your privacy is important to us. All information shared by you remains confidential. We may use the information you provide in your complaint to investigate and close your complaint. We may share some of this information with different departments at Beyond Blue.

Your details are not shared with anyone outside of Beyond Blue. All personal information is de-identified if the information is used to improve our services. You can find out more about our privacy policy [here](#)

Making an anonymous complaint

If you'd like to remain anonymous that is ok. Your complaint will still be processed in line with our complaints procedure, however you should be aware that we may not be able to investigate the complaint in its entirety as we have no way of contacting you if we require further information to investigate.

How to make a complaint

- Speaking to an employee
- Phoning (03) 9810 6100
- Online form at <https://www.beyondblue.org.au/about-us/contact-us/complaints>
- In writing at GPO Box 1883 Melbourne, VIC 3001

How to provide feedback

- Speaking to an employee
- Phoning (03) 9810 6100
- Online form at <https://www.beyondblue.org.au/about-us/contact-us>
- In writing at GPO Box 1883 Melbourne, VIC 3001

What we do when we receive a complaint

We take your complaints very seriously. All complaints are treated the same and follow the same process in line with our complaints procedure. They will be investigated and escalated as necessary to internal departments.

What you can expect after the complaint is investigated

If you have provided details to be contacted, you can expect an acknowledgement of receipt between 24 and 72 hours. Following this, the complaint is investigated and you will be notified of an outcome on completion of the investigation if you have requested to be contacted.

Where to go if you are not happy with how we have handled your complaint

If you are unhappy with how Beyond Blue has handled your complaint or the outcome, you can contact an external provider [here](#)