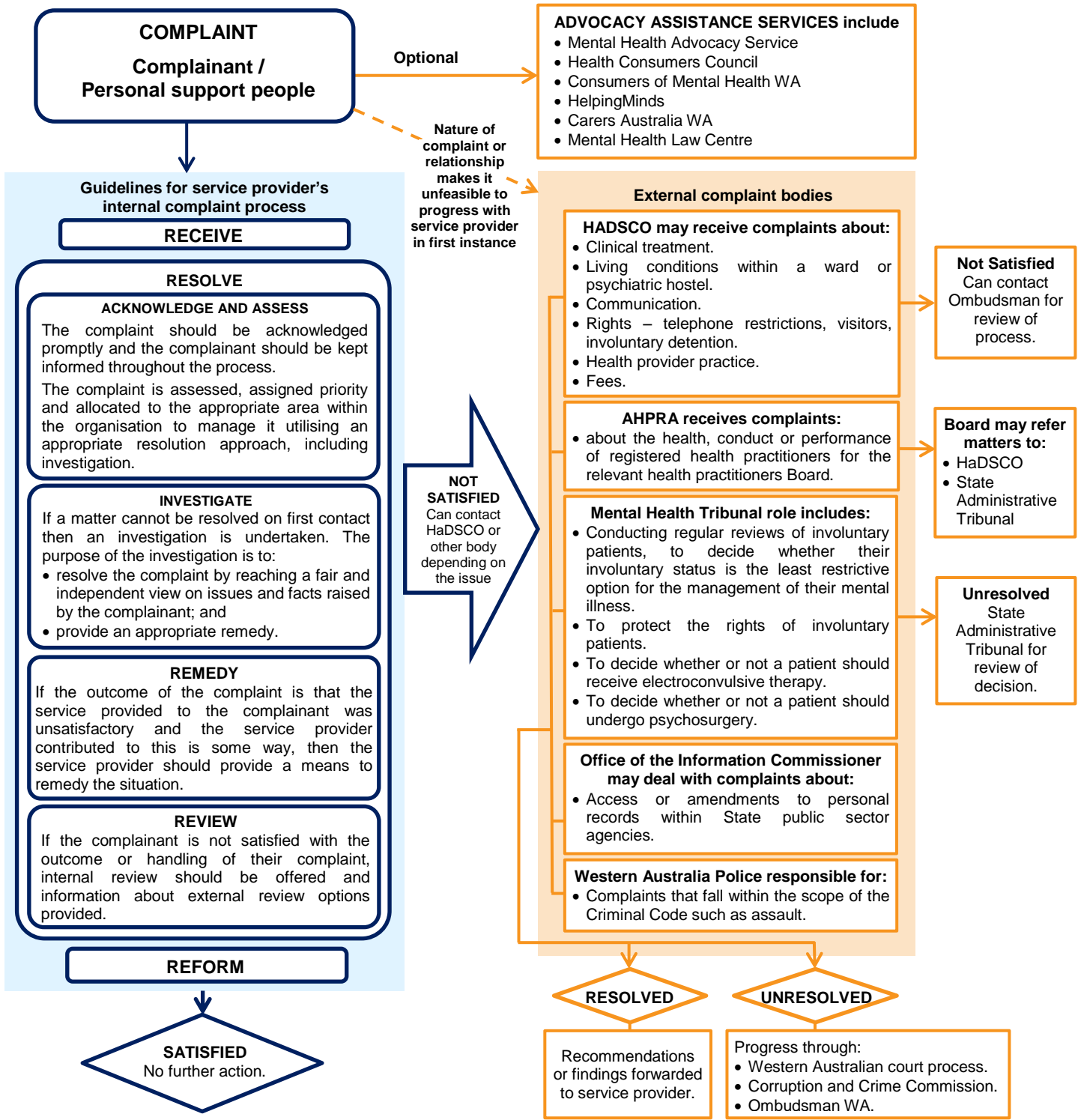


Mental Health Complaint Process



Oversight bodies

<p>Office of the Chief Psychiatrist responsible for:</p> <ul style="list-style-type: none"> • The medical care and welfare of all involuntary patients. • Supports best practice through the Chief Psychiatrist's Standards and Guidelines. • Ensuring safe standards in the use of medication and providing information to medical practitioners about new developments. • Monitoring restrictive practices and electroconvulsive therapy. • Addressing Sentinel Events/ Notifiable Incidents. 	<p>Mental Health Advocacy Service role is to:</p> <ul style="list-style-type: none"> • Provide mental health advocacy services, and rights protection functions, to involuntary patients and residents of private psychiatric hostels. • Inquire into, or investigate, any matter relating to the conditions of mental health services that is adversely affecting, or likely to adversely affect, the health, safety or wellbeing of consumers. • Attempt to resolve any issues arising in the course of an investigation or inquiry. 	<p>Mental Health Commission responsible for:</p> <p>Purchasing mental health services for the State from providers including public Health Service Providers, non-government organisations and private service providers.</p>	<p>WA Health Patient Safety and Clinical Quality Directorate</p> <p>Licensing and Accreditation Regulatory Unit (LARU): regulates the accreditation of public and private hospitals, including private psychiatric hostels.</p> <p>Mental Health Unit: assists and supports WA's Mental Health Services in delivering an evidence-based, patient centred, caring, safe, respectful and supportive mental health system for Western Australians.</p> <p>Patient Safety Surveillance Unit: is responsible for statewide patient safety policy and reporting; including consumer complaints, clinical incidents, clinical risk management and review of deaths.</p>
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