

David Crofts

From: Ombudvic (VO) <Ombudvic@ombudsman.vic.gov.au>
Sent: Monday, 22 January 2018 11:36 AM
To: david.crofts@gmail.com
Subject: Your complaint about the Mental Health Complaints Commissioner

22 January 2018

File No: C/17/21092

Mr David Crofts
Email: david.crofts@gmail.com

Dear Mr Crofts

Your complaint about the Mental Health Complaints Commissioner

I refer to your emails about the Mental Health Complaints Commissioner (MHCC).

I have reviewed your case and see that you have written to this office 20 times about your complaint. On 28 September 2017, Ms Kathleen Miller, Investigation Officer wrote to you explaining that it is not the role of this office to instruct agencies how to perform their functions.


On 4 December 2017, Mr Andrew Gloster, Senior Investigation Officer wrote to you advising that should we receive further correspondence from you which does not contain any new information, your future contact with this office may be limited.

Notwithstanding this, you have written to this office a further five times without providing additional information.

While I can see that you continue to disagree with this office's conclusions, I confirm that we will not be taking further action.

You will appreciate that this office needs to prioritise the matters to which we can devote our resources. Therefore, all future correspondence from you about this matter will be considered and kept on file, but will not be responded to unless it raises new issues which the Ombudsman considers warrants attention.

Yours sincerely

A handwritten signature in black ink, appearing to be 'David Crofts', written in a cursive style.

Dr Cassandra Merton
Assistant Ombudsman