



# How to make a complaint?

If you have a concern or complaint about your care or services, it is safe to raise it with your aged care service.



Complaints can be made by you, your family or your representative.



You can raise your complaint with any staff member or manager.



They must record your complaint, respond quickly, provide you support and engage with you.



Making a complaint is not 'being difficult' and can help improve your care and services.

You should not be treated any differently if you raise a concern or make a complaint.

You can also make a complaint to the Aged Care Quality and Safety Commission either directly or with support from the Older Persons Advocacy Network (OPAN).

**Let's stay safe together.**