



Asking for a review of a complaint decision



This fact sheet explains how you can ask for a review of our decision about your complaint or make a complaint about our service.

Your rights

If you are not satisfied with the outcome of your complaint to the Aged Care Quality and Safety Commission, you have rights.

If you don't agree with our decision about your complaint, you can ask for most decisions to be reviewed.

If you're not happy with our service or the way we dealt with your complaint, you can make a complaint about us.

You also have the right to make a complaint to the Commonwealth Ombudsman. Their role is to make sure our actions are fair and responsible.

Complaint decisions we cannot review

We can't review our decision if:

- you chose to be anonymous
- you withdrew your complaint

- the complaint was frivolous (not made seriously), vexatious (made to intentionally cause disorder or stress), or not made in good faith
- we've already reviewed the decision.

How can you ask us for a review of our decision?

If you want us to review our decision, you must:

- contact the Commission's Reviews and Reconsiderations team within 42 days of receiving our decision letter,
- and tell us the reasons why you're asking for a review.

Contact us

Phone 1800 500 294

Email complaintsreviews@agedcarequality.gov.au

Write Reviews and Reconsiderations
Aged Care Quality and Safety
Commission GPO Box 9819
Melbourne VIC 3001

What do we do when you ask us to review our decision?

A review of your complaint does not mean that your complaint is 're-opened'. Instead, a review officer who wasn't involved in the original complaint will look at the reasoning and findings in the original decision.

If the decision maker in the review process finds reasons to set aside the original decision, we will then work with you and the provider to try and resolve the issues. If the decision maker finds the original decision is reasonable, we will affirm the decision and take no further action.

We will let you know the outcome either way.

Making a complaint about our service

If you're not happy with our service or the way we dealt with your complaint, we want to hear from you.

We want to keep improving and we welcome your feedback so we can learn and make our services better.

To make a complaint about our service or get more information:

Phone 1800 951 822

Web agedcarequality.gov.au

Lodging a complaint to the Commonwealth Ombudsman

The Commonwealth Ombudsman can help with complaints about agencies like the Aged Care Quality and Safety Commission. Their role is to make sure we act in a way that is fair and follows proper processes.

If you're not happy with how we managed your complaint, we encourage you to contact us first. We will try to address your concerns. But you also have a right to lodge a complaint with the Commonwealth Ombudsman.

The Commonwealth Ombudsman does not have the power to change the Commission's decision, however, they may make recommendations as to how we should have acted or what we can do to improve our processes.

Contact the Ombudsman

Phone 1300 362 072

Web ombudsman.gov.au

Write Commonwealth Ombudsman
GPO Box 442, Canberra ACT 2601

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Phone
1800 951 822



Web
agedcarequality.gov.au



Write
Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city