



Asking for a reconsideration of a complaint decision



This fact sheet explains how you can ask for a reconsideration of our decision about your complaint.

Your rights

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

You can ask for a reconsideration of most complaint decisions.

These rights apply to all parties to the complaint, including:

- the person who made the complaint
- the provider
- a worker
- a responsible person.

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 reconsider

We can't reconsider 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 reconsidered the decision.

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

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

- contact the Commission's Reconsiderations section within 42 days of receiving our determination letter
- tell us the reasons you're asking for a reconsideration.

Contact us

Phone 1800 500 294

Email complaintsreviews@agedcarequality.gov.au

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

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

A reconsideration of your complaint does not mean that your complaint is 're-opened'. Instead, a reconsideration 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 reconsideration process finds reasons to set aside the original decision, we will commence a new complaint process and work with all parties to try and resolve your concern. If the decision maker finds the original decision is reasonable, we will affirm the decision and take no further action.

Alternatively, the decision maker may decide to change the original decision.

We will let you know the outcome either way.

Making a complaint about our service

If you're not satisfied 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 satisfied 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



Phone
1800 951 822



Web
agedcarequality.gov.au



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