

Complaints Handling Policy

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Australian Government

Aged Care Quality and Safety Commission

Engage
Empower
Safeguard



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1. Overview

1.1 Policy Statement

This policy explains how:

- the Aged Care Quality and Safety Commission (Commission) delivers a high-quality complaint handling service in line with the *Aged Care Act 2024* (Aged Care Act)
- a person can make a complaint
- the Commission will respond to a complaint.

Our complaints handling policy and process focuses on upholding the rights (under the Statement of Rights) of older people seeking and accessing funded aged care services (older people) and protecting their safety, health and wellbeing. The [Statement of Rights](#) in the Aged Care Act puts older people and their needs at the centre of aged care.

We want older people, their carers, their supporters and their aged care advocates to be active partners in their care and to be able to speak up when things are not right.

Complaints tell us what is not working. They give older people and their carers, supporters and advocates, and registered providers (providers), aged care workers (workers) and responsible persons an opportunity to work together in a restorative way to:

- understand and **remedy** (fix) the issue
- **restore** the relationship and build trust and confidence
- **prevent** the issue from happening again.

We work with the older people and their carers, supporters and advocates; providers, workers and responsible persons to deal with the concerns raised. We focus on and are informed by:

- the outcome the older person wants
- the risk to the older person
- the older person's wishes and rights
- the responsibilities of registered providers, aged care workers and responsible persons under the Aged Care Act
- our [whistleblower obligations](#)
- personal privacy requirements



- achieving suitable and lasting outcomes.

We handle complaints in a fair, transparent (clear, open and honest), accessible, sensitive and timely way.

1.2 Policy and legislative framework

Aged care legislation explains the Commission's responsibilities for managing complaints. We work under the:

- [Aged Care Act](#)
- [Aged Care Rules 2025](#) (Aged Care Rules)
- The Complaints Commissioner's notifiable instrument.

This Complaints Handling Policy, our [Regulatory Strategy](#) and other policies guide how we:

- comply with our legislative role and responsibilities when we handle complaints
- protect and enhance the safety, health, wellbeing and quality of life of older people accessing funded aged care services
- respond to and escalate serious risks highlighted in a complaint (see the provider [Supervision Model](#)).

1.3 Scope

The Complaints Commissioner is responsible for the complaints functions under the Aged Care Act. The functions deal with complaints and feedback about providers, responsible persons and workers.

The Commission works with older people; their carers, supporters and advocates; providers, workers and responsible persons to address complaints made to the Complaints Commissioner. We use our complaints resolution process, which can include monitoring, compliance or enforcement actions.

Complaints give us intelligence (information) about providers, responsible persons and workers. We regularly review this intelligence. It helps us understand where issues are happening and improve the performance of the aged care sector. It also makes sure that older people's experiences guide us and providers to continually improve.



Complaints we handle

The table below summarises what the complaints function does and does not do under the Aged Care Act.

What we do	What we do not do
<p>We can take complaints about:</p> <ul style="list-style-type: none">• a provider, responsible person or worker who is not meeting their obligations under the Aged Care Act• a provider acting in a way that is incompatible with the Statement of Rights. <p>These complaints can include concerns about:</p> <ul style="list-style-type: none">• health care• personal care• communication• staff numbers• living environment• fees and charges• connection to family and friends• choice and preferences. <p>We take opportunities through each complaint to support and educate providers, responsible persons and workers about their obligations and equally support and educate older people to understand their rights.</p>	<p>We do not take complaints about the Commission (see Feedback about the Commission).</p> <p>We also do not:</p> <ul style="list-style-type: none">• give advice on local care or service availability• give advice on financial, legal or health decisions, or who should make those decisions• comment on employment matters, including wages or conditions• ask providers to terminate employment• give legal advice on care agreements• give clinical advice on what treatment to give an older person• investigate a cause of death (this is the Coroner's role)• investigate criminal offences (this is the role of the police)• work out if specific events happened, especially if there are conflicting versions of these events.

Who can make a complaint

Anyone can make a complaint to the Complaints Commissioner.

When someone can make a complaint

A person can make a complaint to the Complaints Commissioner at any time. They do not need to complain to the provider first.



We encourage people to raise a complaint directly with their provider if they can. This is often the easiest and quickest way to address a complaint.

If someone is not able to complain to their provider, or does not feel comfortable doing so, they can make their complaint to us at any time. They can choose to make their complaint confidentially or anonymously. To find out more, see section 4.1 How to make a complaint.

1.3.1 Complaints about responsible persons and workers

While most complaints are about providers, complaints can also be about workers or responsible persons. If a complaint is about a worker or responsible person, we will address it by working with them and the provider.

A responsible person is someone who makes important decisions that affect how a provider delivers services. Responsible persons include executives, managers who run the day-to-day operations of a provider and managers who run a provider's nursing operations.

2. Complaints Commissioner functions

The Complaints Commissioner is appointed by the Minister and has an important role in aged care. They give older people a voice so they can raise concerns about their care, without fear of consequences or retaliation. This helps us:

- understand what is not working for older people
- work with providers and workers to improve aged care services
- enables parties to work together to restore their trust in one another.

In dealing with complaints received by the Complaints Commissioner, we aim to deliver a high-quality complaints handling service that:

Respects

- supports the will, independence, rights under the Statement of Rights and preferences of older people
- educates older people, their carers and their supporters about their rights and whistleblower protections
- makes it easy for people to make complaints
- listens to understand what is not working well for older people



Empowers

- engages, supports and empowers older people, their carers, their supporters and advocates, to make complaints freely, confidently and without retaliation
- empowers open disclosure by providers
- makes it easy to make complaints and ensures our process is accessible

Protects

- protects and improves the safety, health, wellbeing and quality of life of older people receiving funded aged care
- uphold rights of older people
- manages complaints in line with our privacy and whistleblower protection responsibilities

Restores

- works with parties to restore the relationship and build trust, including through open disclosure
- raises issues with providers, their workers and responsible persons so they can work with older people to:
 - understand and fix the issue
 - prevent the issue from happening again at all services delivered by the provider.

Improves

- collects information and reports on complaints
- uses information from complaints to assess the risk to older people and to act when that risk is too high
- educates providers and supports a culture of rights and good complaints management
- supports providers to have effective complaints management systems
- supports improved experiences for older people through successful resolution of complaints.



3. Guiding principles

The guiding principles of the Complaints Commissioner's complaints processes include:

- best practice complaints handling
- older person focussed and rights-based complaints handling
- timely and proportionate resolution
- a focus on early resolution
- supporting restorative outcomes
- improving the capability of providers, responsible persons and workers.

3.1 Best practice complaints handling

Our complaints handling practice follows the principles in the Commonwealth Ombudsman's [Better Practice Complaint Handling Guide](#). In line with the guide, our complaints service:

- is user-centred, simple to access and easy to use
- supports early resolution
- is an important part of our [Regulatory Strategy](#)
- helps us identify and report on what we learn from complaints
- is supported by clear process guidance
- makes sure that skilled staff are supported to deliver better practice
- is supported by strong quality assurance and review processes
- is correctly resourced.

3.2 Older person focus

Older people are at the centre of all we do at the Commission. Older people can expect us to:

- put their experience at the centre of how we work and regulate
- listen to them to understand what is important and what they want from their provider and from us
- always include them, their carers, their supporters (if they choose), and any other people that have been nominated by the older person or who have legal authority in the complaints process
- share information that is accurate and easy to understand
- recognise and engage with independent aged care advocates or registered supporters



- acknowledge their diversity and ensure the complaints process accommodates their needs.

3.3 Rights based complaints handling

The Aged Care Act includes a Statement of Rights for older people receiving funded aged care. This includes the right to complain to their provider and to the Commission.

These rights stated in the Aged Care Act make sure that:

- people can make complaints about their care easily, without fear of consequences
- complaints are dealt with fairly and promptly
- people can choose to have an advocate or someone else support them to make a complaint
- people who make a complaint have support to understand their rights, and what they mean in real-life situations
- we recognise older people's diverse needs, choices and preferences.

Our complaints handling process upholds older people's rights under the Statement of Rights. When we receive a complaint, we check if any rights have been infringed and take steps to resolve the issue. Our response to a complaint puts older people's experiences at the centre of how the complaint is handled.

We identify where providers are not delivering care in line with the Statement of Rights or their obligations under the Aged Care Act. We hold providers to account if they are unable to improve.

3.4 Timely and proportionate resolution

We consider risk and focus on prevention and timely action. Actions taken are proportionate, evidence based, and outcomes focused. This approach is in line with the Aged Care Act and the principles in our Decision-Making Framework.

3.5 Early resolution

We resolve complaints early where we can.

Early resolution means delivering a fit-for-purpose response to a complaint:

- that improves the care for the older person
- as soon as possible
- in line with the Aged Care Act
- guided by the older person's wishes



- in proportion to the risk of harm to older people.

Early resolution recognises that there are different ways to reach a quick and effective outcome. For example, not all complaints need an investigation or a formal resolution process.

Our complaints management approach means that, in most cases, we can consider the option to address a complaint early. We focus on outcomes and the best way to handle each complaint.

Early resolution:

- promotes efficient and effective use of public resources
- meets community expectations
- helps build trust, confidence and satisfaction with the way we handle complaints.

3.6 Supporting restorative outcomes and open disclosure

The Commission's Regulatory Strategy emphasises and explains how restorative practices and open disclosure are used to address things that go wrong. Consistent with the Regulatory Strategy, every complaint is an opportunity to undertake continuous improvement that restores trust and confidence in care being provided.

When things go wrong with the care being delivered to older people, it can be unsettling and upsetting for them, and sometimes fixing these shortfalls does not address their needs adequately. We often receive complaints about issues that have been fixed but the trust and relationship between the older person and those delivering their care remains unresolved. The Commission will encourage and facilitate communication between affected parties so people who make complaints, their family and carers:

- can feel heard and respected by those providing their care
- can collaborate with those providing care to discuss and resolve problems and come to an agreed solution together
- are kept up to date, and assured the problem is being fixed and will be prevented from happening again
- can give those providing their care an opportunity to restore their trust and confidence in the quality and safety of the services being delivered



Restorative engagement can rebuild trust and relationships important to the older person. When done well, the restorative outcome makes the older person feel heard, safe and well cared for, which are key rights of older people.

[Open disclosure](#) is critical to achieving a restorative outcome. This includes:

- acknowledging and apologising or expressing regret for what happened
- giving the older person an opportunity to explain their experience of what has gone wrong to those providing their care
- allowing those providing their care to describe what went wrong from their perspective, and explain what they will do to fix what went wrong and how they will make sure it doesn't happen again
- restoring the important relationship between the older person or the person making the complaint and those providing their care (which may include offering an apology).

3.7 Improving the capability of providers, responsible persons and workers

We want to build and promote a positive culture for providers, responsible persons and workers through our complaints handling process and sector education. That is a culture where they can:

- raise concerns
- use open disclosure in complaints processes
- apply best practice in handling complaints
- make improvements.

We also support providers to:

- develop a culture that promotes learning and innovation
- develop and use effective complaints management systems
- understand their complaints-handling obligations
- improve where needed.

4. Complaints process

4.1 How to make a complaint

Anyone can make a complaint about aged care services to the Complaints Commissioner.



We encourage people making complaints to give the Commission their contact details so we can:

- involve them in the process
- give them updates
- check that the outcomes meet their needs.

We understand that some people want to be anonymous or keep their information confidential. We want everyone making a complaint to feel safe and able to raise their concerns.

There are 2 ways a person can make a complaint without sharing their identity with the provider:

1. **Confidential complaint** – we do not share with the provider:
 - a. the identity of any person making the complaint
 - b. the identity of a person identified in the complaint
 - c. any other details included in the complaint.
2. **Anonymous complaint** – we do not ask the person making the complaint for any information that can identify them.

Protections for people making complaints

Complaints made to the Complaints Commissioner may also qualify for whistleblower protections under the Aged Care Act. Further information is available in the [Managing whistleblower disclosure policy](#).

Exceptions

There are rare cases when we have to share the identity of the person making a confidential complaint. For example, we might need to share information with the police if someone is in immediate danger. This includes when:

- the complaint suggests serious or immediate risk or harm to the older person or others
- someone is at risk of self-harm
- the person making the complaint threatens to harm someone.

We only do this when we need to, to protect the safety and health of people at risk. Where we can, we let the person making the complaint know before we share any information.

You can find out more about when and how you can contact us anonymously in our [Privacy Policy](#).



Confidential and anonymous complaints

If we cannot share the details of the person making the complaint with the provider, this can change how we manage the complaint. It can also limit the outcomes we can achieve.

If we can share the identity of the person making the complaint with the provider, we can:

- give the provider more detail about what happened
- check the information we get from the provider, responsible person or worker with the person who made the complaint, to make sure it is consistent
- work with the people involved in the complaint to get a wider range of outcomes, like an apology or conciliation. Conciliation is where a complaints officer helps the people involved to reach a mutually agreeable outcome to resolve the concerns of the complaint.

With anonymous complaints, we are limited in providing these outcomes. That is why we encourage people to give us their contact details.

Anonymous and confidential complaints are important. They give us vital information about issues that can affect the safety and wellbeing of older people. The most important thing is everyone can feel safe to raise their concerns in whatever way suits them.

Withdrawing a complaint

A person who makes a complaint with the Commission can withdraw it at any time, either orally or in writing.

If a complaint is withdrawn, we will take no further action in relation to the complaint and will end any resolution process underway. However, we may still:

- continue to respond to risks or non-compliance identified in the withdrawn complaint (we will no longer engage with the person who withdrew the complaint)
- use the information gathered from the withdrawn complaint to assess the risk of a provider, responsible person or worker.

4.2 Who is involved in a complaint

Early in the complaints process, we work out who needs to be involved, and their roles.



Person who makes the complaint

When things go wrong, older people can raise their concerns with their aged care provider and with the Complaints Commissioner.

Anyone can make a complaint, including:

- older people
- their supporters
- their carers
- their advocates
- aged care workers
- aged care professionals.

Throughout the complaints process, we communicate with the person who made the complaint in a timely way. This is to understand their needs, keep them up to date and discuss outcomes.

Older person

We will always contact and keep in regular communication with an older person who is directly affected by a complaint. We will also communicate with an older person's carer, registered supporter or advocate if they have one. We engage with the older person to:

- help them understand their rights
- hear their experience
- understand the outcomes they want
- keep them informed, if they want
- understand what support they need during the complaints process.

We do this when the older person made the complaint and when someone made the complaint for them. We will not talk about the older person to others unless we have their permission. Sometimes a complaint can affect many people receiving aged care, and it may not be practical to contact everyone. In these instances, we may seek to only contact older people if they are specifically identified and directly impacted.

Person who represents the older person

Registered supporters support older people to make and communicate their decisions. A registered supporter can be a trusted family member or friend that the older person chooses. An older person can have more than one registered supporter. Registered supporters do not have



authority to make decisions for the older person. Their role is to support the older person to make their own decisions in line with the older person's wishes and preferences.

Substitute decision-makers are appointed decision makers who have authority under state or territory law to make decisions for older people receiving care. A substitute decision-maker can only make decisions in line with their active, legal authority. Examples include people appointed under a power of attorney or an enduring guardianship. Each state and territory has [information about substitute decision-makers](#).

Independent aged care advocates can play an important role in the complaints process. Independent aged care advocates provide free, independent, and confidential support for older people making complaints. This support includes assisting them to raise their concerns and understand their rights. All older people who receive or are seeking government-funded aged care have access to independent aged care advocates.

We welcome independent aged care advocate involvement in the complaints process. We will work with them to help people to make a complaint and understand their rights. We will communicate regularly with the independent aged care advocate about the progress of the complaint, where the older person has given us permission to do so.

Registered provider

Registered providers must manage complaints about their services. They must make sure:

- they fix the issue, prevent it from happening again, and restore relationships
- their complaints management system and practices are in line with the Statement of Rights.

Providers are important in the complaints process. We work with them to:

- understand their point of view
- give them information about our role
- ask for the information we need
- decide how we can work together to achieve good outcomes for older people
- build their capability to develop and deliver:
 - best practice complaints handling (including open disclosure)
 - a culture of continuous improvement, learning and innovation.



Aged care workers and responsible persons

Workers and responsible persons must comply with their obligations under the Aged Care Act. This includes obligations relating to complaints made about them. We work with responsible persons and workers to:

- understand their point of view
- give them information about our role
- ask for the information we need
- decide how we can work together to achieve good outcomes for older people
- engage with and educate them about the Statement of Rights.

Other people

When we handle complaints, we can ask for information or documents from any other person with knowledge about the issue raised in the complaint. For example, health professionals may have information that will help us resolve a complaint. If we identify a person with information that can help us, we will contact them.

In addition to independent aged care advocates, other people can advocate on behalf of an older person, including their family, their carers, or their supporters.

The Commission

The Commission manages the complaints process. We:

- work with everyone involved in the complaint and consider their points of view, needs and preferences
- consider older people's rights, and provider and worker obligations under the Aged Care Act
- consider relevant information and documents to understand the complaint
- use information we gather to understand what happened and what the provider, worker or responsible person has done to respond to the concerns
- decide on a risk-based and fit-for-purpose response. This can include a regulatory response if a provider is unable or does not want to improve.

When we communicate, we will:

- treat everyone with respect
- be open and clear about what everyone can expect from us at each stage of the process
- explain any information we need, or any action we need someone to take
- listen to and acknowledge concerns



- keep in mind the outcomes people want.

We focus on achieving meaningful, suitable and sustainable outcomes that safeguard the rights of older people.

4.3 Phases in the complaints process

The complaints process is made up of the following phases and generally occurs across the following timeframes:

Complaint phase	Expected timeframe
Collect and triage	Within 3 business days
Assess	Within 10 business days
Resolve	Within 90 days
Finalise	Within 90 days
Evaluate	After the complaint has ended

Collect and triage

A person can make a complaint to the Commission:

- by phone
- by letter
- by webform
- by email
- in person, through an outreach request.

Our complaints handling system is easy to access. We help people make a complaint and we support everyone involved in a complaint. For example, we provide access to advocates, interpreter services and the National Relay Service. You can find out more in the [Make a complaint](#) section on our website.

When we receive a complaint, we collect and clarify information to understand:

- the older person's experience
- the risks of harm to older people
- the outcomes that the person making the complaint, and any older people identified in the complaint, want



- the details of the complaint.

This helps us assess the risk and decide on the priority of the complaint.

Assess

In this phase, our complaints officers gather more information to understand the complaint and the risk of harm to the older person. This helps us to work out:

- what went wrong
- how the older person wants the complaint resolved
- the outcome needed to fix it
- how to restore the older person's trust and confidence in their care
- how to prevent the issue from happening again.

We use our risk-based monitoring tools and, where needed, ask for specialist clinical or legal advice to understand the complaint and the risks.

When we understand what needs to be fixed and prevented from happening again, our complaints officers will decide if further action is required, and if needed, the best way to resolve the complaint.

Resolve

In this phase, we plan and take action to respond to the complaint.

We work with the older person and the provider, responsible person or worker to address any remaining concerns and risks of harm to the older person.

The resolve phase is guided by the wishes of the older person. It supports and builds providers' capability to:

- fix the problem
- restore the older person's trust in care and repair the relationship with those providing their care
- prevent the issue from happening again.

We assess current and relevant information all the time. It helps us decide how to approach resolving the issue. We update our approach as needed to make sure the actions we take in response to complaints are always:

- appropriate



- risk-based
- proportionate to the risk of harm to older people.

Our actions can include:

- **provider led resolution**– requires the provider to try to resolve the complaint and report back to the Complaints Commissioner within a specified timeframe
- **requesting specified actions** – requires the provider, worker or responsible person to take specified action within a specified timeframe. For example, a specified action can include requiring a provider to fix an issue that may have been identified as an outcome being sought by the older person
- **investigating what caused the complaint**, including:
 - requiring the provider, worker or responsible person to provide information or documents about the complaint
 - visiting a residential care home or a home or community setting to gather further information about the complaint
- **reviewing information** and documents to inform the resolution process
- **discussing the complaint** with the person who made the complaint, the provider, worker or responsible person the complaint is about, or any other relevant person
- **supporting a conciliation process**, including asking any of the people involved with the complaint to take part in a process to reach a resolution
- **conducting a restorative engagement process** that satisfies the needs of the older person receiving care
- **responding to escalating risk or non-compliance**, where matters need further intervention by the Commission we do this using our [Supervision Model](#). We can take regulatory actions in line with our [Compliance and Enforcement Policy](#).

In our resolution process, we will work with all parties to make sure we are unbiased and fair. We will keep the person making the complaint and the older person informed of what is happening to address the complaint.

Our priorities in the resolve phase are to:

- reduce risk of harm to the older person to an acceptable level
- balance the needs and preferences of the older person
- check if the outcome meets what the person making the complaint wanted. If not, we will consider if the provider needs to take further action



- resolve the complaint where possible and achieve meaningful outcomes for the older person
- remedy, restore and prevent – including making sure the provider, responsible person or worker has met their obligations under the Aged Care Act and is meeting their obligations under the Statement of Rights
- build the capability of providers to develop and use effective and best practice complaints handling practices, including open disclosure
- inform the person making the complaint (and any affected older person) about the proposed outcome. This will include discussing what actions we have taken and the reason for finalising the complaint. We do this to get their views and consider them before we finalise the complaint in the Finalise phase.

Finalise

Before finalising a complaint, the complaints officer will:

- reach an evidence-based decision
- tell everyone involved in the complaint what the outcome is
- seek commitment for actions on any outstanding issues or promises to ensure a restorative outcome is reached
- ensure the outcome meets our requirements under the Aged Care Act and Aged Care Rules
- prepare a written statement, called a complaints determination, that:
 - explains the action the Complaints Commissioner took to deal with and resolve the complaint
 - explains what action, if any, another person needs to take to deal with and resolve the complaint
 - provides information about reviewing or reconsidering the determination
- give a proposed complaints determination to the older person to seek their views
- give a copy of the complaints determination to the older person and their carers, supporters and advocates (if they have consent to receive a copy), and the provider, worker or responsible person the complaint is about.

To verify if a complaint is ready to be finalised, we check:

- if the older person's desired outcomes have been achieved
- the provider is meeting their obligations
- if there are legislative grounds to finalise the complaint.



If we are not ready to finalise, we will do more work to resolve the complaint or risk of harm to the older person.

When a complaint is ready to be finalised, our complaints officers will contact people involved in the complaint to:

- explain the complaint outcome, which includes:
 - explaining the actions to address the complaint
 - explaining the laws under which each issue was finalised
 - giving the reasons why the complaint was finalised
 - any other appropriate information
- tell them that they will receive a copy of the complaint determination. The determination provides details about the complaint and outcomes
- explain their rights to a review, if this applies.

We will provide the information above when we can. We will not communicate this information to finalise a complaint if:

- we cannot contact the person who made the complaint because they asked to be anonymous
- the person who made the complaint has withdrawn the complaint
- the person who made the complaint, or an older person directly affected by the complaint, has asked not to be notified or receive further communication about the complaint
- regular communication with the person who made the complaint, or providing a complaint determination, would go against our information management requirements.

Evaluate

In this phase we assess how effective our complaints handling approach was in achieving the outcomes we wanted. This informs our future complaints-handling approaches and supports continuous improvement. It helps us understand how well we are:

- performing in line with our legislated responsibilities, policies and procedures and industry best practice
- using the right tools at the right time to respond to risks of harm to older people
- achieving the volume and quality of outcomes expected for older people.



We evaluate the way we manage individual complaints and complaints more broadly. We do this in various ways, including by analysing and monitoring our key performance indicators. You can find out more about how we evaluate our performance in section 4.4, Quality Assurance.

We also ask for feedback about how we addressed and resolved complaints from:

- the person who made the complaint
- each person the Complaints Commissioner communicated with, including anyone who made a complaint on someone's behalf, such as a supporter or an advocate
- the provider, worker or responsible person the complaint is about.

4.4 Quality Assurance

We have strong systems to review our performance, identify continuous improvement opportunities and change the way we handle complaints based on what we learn.

We do this through:

- monitoring key performance indicators
- surveying people who made complaints and providers to understand how satisfied they are with the complaints process
- Quality Assurance processes, such as audits and targeted activities
- analysing and reporting on complaints trends
- identifying and applying lessons from:
 - independent reviews of our complaint decisions
 - complaints about us
 - seeking feedback from older people, their supporters, providers and other government agencies.

4.5 Review Rights

The following entities can request the Complaints Commissioner reconsiders the decision to take no further action in relation to the complaint or to end the resolution process in relation to the complaint:

- the person who made the complaint (unless the complaint was withdrawn before the decision was made, frivolous, vexatious or not raised in good faith)
- the provider, worker or responsible person who was subject to the complaint.



They can also ask for more information from us if they do not understand the decision.

The Aged Care Rules explain which decisions can be reviewed and who can ask for a review.

Decisions that can be reviewed include those to:

- take no further action on the issue raised in the complaint
- end a resolution process for the issue raised in the complaint.

Some decisions cannot be reviewed. These include decisions where:

- the person who made the complaint withdraws their complaint
- the complaint was frivolous, vexatious or not raised in good faith.

The Complaints Commissioner has a consistent process for [handling review requests](#). The review process provides for [procedural fairness](#). The Commission's review managers or review officers, who are independent of the complaints process, conduct the review.

4.6 Complaints about us

Anyone can make a complaint about the Commission if they are not happy with how we dealt with a complaint.

They also have the right to make a complaint to the Commonwealth Ombudsman. Their role is to make sure we are fair and follow proper processes.

The Commonwealth Ombudsman does not have the power to change our decision, but they can make recommendations. These can be about how we should have acted or what we can do to improve our processes.

Find out more about [submitting a complaint about us](#).

5. Personal and protected information

Complaints contain protected information. The Aged Care Act defines protected information as:

- personal information
- information (including commercially sensitive information) that, if disclosed, could lead to an action by an entity (other than the Commonwealth) for breach of a duty of confidence.

We handle protected information in line with the law and our policies and procedures. There are strict rules for how we collect, store, use and share personal information.



5.1 Managing privacy

Our [Notice of Collection](#) explains how we manage personal information, including:

- how we collect personal information
- how we use personal information
- when we can share personal information with others.

We only share personal information if:

- we have permission from the person the information belongs to
- laws allow or require us to share it
- it meets one of the other exceptions in the [Australian Privacy Principles](#).

5.2 Record keeping

Throughout the complaints handling process we will make timely records of all the actions, decisions and information we collect and consider in making our decisions. We manage our records in line with our legal and policy requirements.

5.3 Reporting

To uphold our obligations for transparency and reporting, we produce a range of analysis and reports. This includes:

- an analysis of the complaints and feedback we receive
- an overview of the types of complaints we receive
- data and analysis of the number of complaints we receive
- data and analysis of complaints finalised or under ongoing management by the Complaints Commissioner
- reports to the Minister as requested or required by legislation.

The reporting does not identify older persons receiving government funded aged care and services.



Australian Government

Aged Care Quality and Safety Commission

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