



Right to seek review of complaint decision or Commission's process

1800 951 822

This fact sheet outlines your options to ask for a review of the Aged Care Quality and Safety Commission's decision in relation to your complaint, or to complain about our service.

We welcome feedback about our complaint decisions or service. Your feedback allows us to address any concerns you may have about our work and improve the way we work in the future. It can also help achieve the best outcome for the person receiving aged care that the complaint relates to, and for others.

Your rights

If you are not happy with a decision we have made about a complaint, you can ask us to review it. If you are not happy with the way we managed the complaint, you can complain to us about this. You can also ask the Commonwealth Ombudsman to review our actions in managing your complaint.

Asking the Aged Care Quality and Safety Commission to review the complaint decision

People who have raised complaints with us can ask for a review of our decision once a complaint is finalised. This may be about our decision to take no further action on a complaint or to end a resolution process.

Service providers can also seek review of a decision to end a resolution process.

Where we have finalised your complaint to your satisfaction, we are unable to review that decision. However, if you are not satisfied that the service provider has resolved your concern you are welcome to contact us again.

You may not request a review if you have chosen to be anonymous or if you withdraw from the complaints process.

How can you request a review of our decision on your complaint?

If you want us to review our decision, you must contact us within 42 days of receiving our decision letter and state the reasons for your request.

You can ask us to review our decision by:

Phone: 1800 500 294

Email:
complaintsreviews@agedcarequality.gov.au

Write:

Review Manager
Aged Care Quality and Safety Commission
GPO Box 9819
Melbourne VIC 3001

What do we do with your request to review our decision?

A review officer who was not involved in handling the original complaint will consider your request. We will initially review the original decision to see if it was right. If we think our decision may have been wrong, we will work with both parties to the complaint to complete a new resolution process.

If we think our decision was right, we will not re-open your complaint. You will be advised of the outcome either way.

We can review a decision only once. If you are not satisfied with our revised decision, or do not want an internal review, you can contact the Commonwealth Ombudsman.

Seeking a review by the Commonwealth Ombudsman

The Commonwealth Ombudsman can investigate complaints about the administrative actions of Australian Government agencies, including those relating to complaint processes of the Aged Care Quality and Safety Commission, to see if they are wrong, unjust, unlawful, discriminatory or unfair.

If you are not happy with our actions in managing your complaint, we encourage you first to contact us so that we have the opportunity to address your concerns directly with you.

If you want to communicate with the Ombudsman, the contact details are:

Phone: 1300 362 072

Web: ombudsman.gov.au

Email: ombudsman@ombudsman.gov.au

SMS: 0413 COM OMB (0413 266 662)

Write: GPO Box 442, Canberra ACT 2601

How to complain about our service

Anyone who is not satisfied with our service and the management of their complaint can complain to us. We are committed to improving our service and we welcome your views, even if they are critical. You can find out how to complain about our service through our website or by speaking to a complaints officer.

Web: agedcarequality.gov.au

Phone: 1800 951 822.

All information in this publication is correct as of June 2020.



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, In Your Capital City