



How to raise a complaint with your aged care service

Everyone in aged care has the right to be safe. If you have a concern or complaint, it is safe to raise it with your residential or home service. The Aged Care Quality and Safety Commission can also help.

How do I make a complaint?



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.

Your aged care service must have a complaints process in place to make it easy for you to speak up and have your concern dealt with effectively.

If you're not comfortable speaking to your aged care service or you're not satisfied with their response, you can **make your complaint directly with the Aged Care Quality and Safety Commission**. You can use the Commission's free service for raising a concern or making a complaint.

You have the right to access an aged care advocate. An advocate is a person that can stand beside you or work on your behalf to represent your wishes.

If you have a concern about the care you or someone else is receiving, it is important that you talk about it. There are services available to help you including the Older Persons Advocacy Network (OPAN).

You can call OPAN on 1800 700 600.

You can also raise a concern or make a complaint by contacting the Aged Care Quality and Safety Commission on 1800 951 822.

Remember, it's your right to make a complaint.

Let's stay safe together.



Australian Government
Aged Care Quality and Safety Commission