



# What happens after you make a complaint

If you have a concern or complaint about your care or services, it is safe to raise it with your aged care service.

You should not be treated any differently after raising a concern or making a complaint.

When you raise a complaint your aged care service must:



If you are not happy with how your complaint has been managed, you can also make a complaint directly to the Aged Care Quality and Safety Commission.

**Let's stay safe together.**