



What happens after you make a complaint

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.

When issues arise, you, your family or your representative have the right to make a complaint. Making a complaint is not 'being difficult' and may help to improve the services you receive. If you are concerned about the care that you or someone else is receiving, it's important to talk about it.



Acknowledgement

Your provider must listen to you or your representative, treat you with respect, and tell you what steps they will take to address your complaint.



Investigation

Every complaint requires some investigation. Here's what may happen:

- The provider will look for the cause of the issue.
- They may ask you or your representative for more information.
- They should tell you what they're doing to investigate the issue and when.



Response

Your provider must get back to you as soon as possible.

- They should talk to you about their findings. Ask you to comment and share your views on how to resolve the complaint.
- They should ask whether you'd like them to take any extra actions and explain to you how they could address your desired outcome.
- Even if the issue was not the provider's fault, they should work with you to reach an outcome you are satisfied with.



Follow up

Finally, your provider should make sure you're satisfied with how the complaint was resolved. If you are still unhappy, they should offer you some options for moving forward with your complaint.

If you make a complaint ... you could stop the issue from happening again.

You and others could get the support you need. And you could help your service provider improve the quality of their care and services.

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