



Top tips for making a complaint



If you're worried about the quality of the aged care services you or someone else is receiving, you can speak up.

Everyone receiving aged care services has the right to be treated with dignity and respect. Whether you receive those services at home or in residential care, you have rights. Older people have the right to aged care that:

- is safe
- is high quality
- meets their needs
- helps them to live the best life they can.

Before you make a complaint

- It's important to be as clear as you can on what you're concerned about. Try writing the issues down or talking them through with someone you trust.
- Include as many details as you can, such as names, dates and places.
- Think about what you want to see happen after the complaint. Keep in mind it should be realistic and in the best interests of the person receiving care.

Making a complaint

- You should raise your complaint with your aged care provider first, if you can. This is often the easiest and quickest way to resolve issues.
- Ask the provider how they deal with complaints and how long it might take to resolve your complaint.
- If your concerns are about something complex or serious, you could ask to speak with a manager.

- Setting up a time to meet with someone in person may make it easier for them to focus on your concerns.
- You might be angry and frustrated. We understand, but staying calm may help you get a better response.
- Ask your provider to repeat your complaint back to you to make sure they understand. You can also ask them to put it in writing.
- Ask for an explanation of what happened and what they will do to stop it happening again.
- Sometimes providers don't think to offer an apology when something has gone wrong. Let them know if you want an apology.
- If you find it difficult to speak up on your own, you can ask for help. You can ask:
 - a friend or family member
 - an aged care advocate by phoning the **Older Persons Advocacy Network** on **1800 700 600**. This is a free service to support you to raise your concerns
 - the **Aged Care Quality and Safety Commission**. We can help you raise or resolve a complaint.

Contacting the Commission is easy and it's free

- **Call:** 1800 951 822
- **Visit:** agedcarequality.gov.au
- **Write to:** Aged Care Quality and Safety Commission GPO Box 9819 (in your capital city)
- Fill out this [complaints form](#)



Complaints form
agedcarequality.gov.au/making-complaint/lodge-complaint

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Phone
1800 951 822



Web
agedcarequality.gov.au



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GPO Box 9819, in your capital city