



# Top tips for consumers: Making a complaint

- Write down your concerns or talk them through with someone you trust.
- Consider what you want to achieve, that it is reasonable and will be in the best interests of the person receiving care.
- Raising your complaint promptly and directly with the service provider gives you the best chance of satisfactory resolution.
- Consider using an advocate if you feel unable to do this on your own.
- If your complaint is complicated or more serious, it is best to speak with someone senior.
- Sometimes it helps to make a time to meet so they can concentrate on what you are saying, without distractions.
- Ask about the service provider's complaints process and the timeframes involved.
- Provide as much detail as possible. This will help the service provider to understand your complaint.
- You may feel angry or frustrated. You are likely to get a much better response if you are calm and clear.
- Sometimes service providers don't think to offer an apology when something has gone wrong. Let them know if you would like to receive one, and ask for an explanation of what happened and what will be done to stop it happening again.

## Next steps

If you don't receive a response to your complaint or are not satisfied with the response, you can contact us or an advocate.

For more information on how to raise a complaint, you can find resources on our website **[agedcarequality.gov.au](https://agedcarequality.gov.au)**.

If you want to contact an aged care advocate, call the Older Persons Advocacy Network (OPAN) on 1800 700 600.

If you can't do it on your own or with the help of an advocate, the **Aged Care Quality and Safety Commission** can support you.

You can contact us on **1800 951 822**.



All information in this publication is correct as of May 2021.



### Phone

1800 951 822



### Web

[agedcarequality.gov.au](https://agedcarequality.gov.au)



### Write

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