



Top tips for service providers:

Resolving complaints



Handling complaints effectively leads to better care for older Australians.

Service providers must have a system for resolving complaints.

How to resolve complaints in a way that is quick and fair

- Make it easy to complain. Tell people how they can complain when they join your service and keep reminding them.
- See complaints as a chance to improve your care. Complaints are part of providing a good service. It's how you respond that matters.
- Apologise if things have gone wrong. This can help resolve matters quickly and improve your relationship with the people involved.
- Listen carefully. Understand their concerns.
- Ask what the person making the complaint wants to achieve and write this down.
- Choose someone senior in the organisation to manage the complaint.

- Involve the person receiving care in resolving the complaint. Speak with their representative if appropriate.
- Work towards a resolution straight away.
- Be clear about what you will do to resolve the person's concerns and tell them when you will do it.
- Give regular updates, even when there is little to report.
- At the end of the process, communicate clearly with the person making the complaint about what the outcome of the complaint was.
- Explain any findings you made and all the actions you took. Use an [open disclosure process](#).

More information

- If someone needs help making a complaint, you can direct them to the [Older Persons Advocacy Network](#) on **1800 700 600**.
- Anyone can make a complaint about aged care services to the Aged Care Quality and Safety Commission on **1800 951 822**.
- You can find resources and more information about how people can make complaints through us on our website agedcarequality.gov.au.

All information in this publication is correct as of 21 December 2023



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city