



FACT SHEET: HOW CAN I COMPLAIN?

What type of complaints will the Commissioner investigate?

The Commissioner is able to deal with complaints about the Complaints Investigation Scheme's processes for handling complaints under the *Investigation Principles 2007*. The Commissioner is also able to deal with complaints about the conduct of an accreditation body, that is the Aged Care Standards and Accreditation Agency Ltd, relating to its responsibilities under the *Accreditation Grant Principles 1999*; or about the conduct of persons carrying out audits or making support contacts under those Principles.

Who can complain?

Any person who is dissatisfied can complain. People are able to contact the Office of the Aged Care Commissioner to discuss their concerns and the Commissioner's complaint handling processes. All complaints lodged with the Commissioner must be in writing.

As with all complaints it is a good idea to first try and solve the problem with the organisation you want to complain about.

How does someone complain?

You are able to send your written complaint by facsimile in the first instance on **(03) 9663 7369**. Alternatively you may use the online form located on the Aged Care Commissioner's website www.agedcarecommissioner.net.au.

You are also able to write to the Commissioner at:

**Aged Care Commissioner
Locked Bag 3
Collins Street East Victoria 8003**

What should be included in a letter of complaint?

If you have any concerns or inquiries about lodging a complaint with the Commissioner you are able to contact the Commissioner's Office on telephone **1800 500 294**. This is a free-call number. Trained and committed staff will describe the complaint handling processes of the Office and can assist you to make an effective complaint.

It is important that you are clear about the issues you want the Commissioner to examine and about the outcomes you expect from the complaint. You should set out your issues in a logical order and provide specific details about any incident or problems you may have encountered. Where possible your letter should give details about any steps you may have taken to try and sort out any problems, including dates and times where these are known. You may wish to include copies of any documents you consider relevant and that will back up your claims but **do not send any original documents**.

Can the Commissioner refuse to examine a complaint?

The Commissioner must refuse to examine a complaint if the Commissioner is satisfied that the complaint does not relate to the function of the Commissioner.

The Commissioner may refuse to examine a complaint if the Commissioner is satisfied that the complaint:

- is frivolous or vexatious; or
- was not made in good faith; or
- relates to a matter that is, or has been, the subject of a legal proceeding; or
- having regard to all the circumstances, examination of the complaint is not warranted.