



Office of the  
Aged Care  
Commissioner

Office of the Aged Care Commissioner  
Locked Bag 3  
Collins Street East VIC 8003

Free-call: **1800 500 294** or on **(03) 9665 8078**  
Fax: 03 9663 7369  
Website: [www.agedcarecommissioner.net.au](http://www.agedcarecommissioner.net.au)

## Service Charter

*This Charter is a resource for people who seek the assistance of the Office of the Aged Care Commissioner (the Office) to examine certain decisions made by the Aged Care Complaints Investigation Scheme (the Scheme) or to resolve their complaints about the operations of the Scheme or the Aged Care Standards and Accreditation Agency (the Agency).*

*The Charter also sets the standards of the service that can be expected from us.*

*We are committed to providing the best service possible. We will regularly monitor and report on our performance against the Charter standards and use them to promote further improvement.*

**Our Vision** *is to be a recognised leader in complaints management and public administration.*

**Our Mission** *is to, through an effective office of review, improve the quality of aged care services by promoting excellence in complaint handling and public administration.*

**Our Role** The Office investigates complaints from people who believe they have been unfairly treated by the Scheme or the Agency. The Office is also able to review certain decisions made by the Scheme and to conduct own motion investigations in relation to the processes adopted by the Scheme and/or the Agency.

We know you value and anticipate a high standard of service and we are committed to providing quality professional services and meeting your expectations. We will clearly explain our processes. While we do not provide legal

advice or advocate for parties to a complaint, we can assist you when lodging a complaint by actively listening and seeking to understand your requirements and what is important to you.

We will investigate complaints where appropriate and seek to resolve those complaints in an impartial, fair and effective way. We will also examine relevant decisions objectively and without bias.

Our services are free of charge. Our staff act with integrity and strive to maintain the highest standards of professionalism in their work. We are committed to being accessible to stakeholders and the wider community and to managing complaints in an impartial and fair manner. In your dealings with us you can expect to be treated with courtesy and respect. We have a strong commitment to continuous improvement and are accountable for our actions and decisions.

## The Service You Can Expect From Us

- All telephone calls will be returned promptly.
- An acknowledgement letter will be sent within 3 days of receiving a complaint or an appeal.
- The complaint or appeal will be assessed within 1 working day.
- Appeals will be finalised within 60 days.
- Straightforward complaints will be finalised within 14 days.
- Wherever possible, complex complaints will be finalised within 60 days.

## How You Can Help Us

- Call us first if you have any questions.
- Let us know if you have any special needs, for example if you require an interpreter or TTY services.

- Provide any documents we request in a timely manner.
- Tell us as soon as possible if you have made a mistake, or you think we have made a mistake.

If you are not satisfied with the way we have handled your original concerns, it would be helpful if you first raise the matter with the staff member who has been dealing with your complaint. If you are still not satisfied, you can contact the Director of the Office who will have the matter carefully considered. The feedback you provide will not disadvantage you in the consideration of your complaint or any other dealings you have with the Office.

## Contact Details

Our office operates between 9.00am to 5.00pm weekdays, excluding public holidays.

You can call our office on freecall **1800 500 294** or on **(03) 9665 8078**.

Our fax number is **(03) 9663 7369** or you can write to:

The Aged Care Commissioner  
Locked Bag 3,  
Collins Street East VIC 8003

*Please contact us if you would like further information about the Service Charter.*