



Complaints about HCSCC

Policy

Introduction

HCSCC handles complaints about health and community services under the *Health and Community Services Complaints Act 2004* (the Act).

A person using the services of the HCSCC has the right to complain about those services and the way in which they are provided.

HCSCC is committed to best practice in complaints handling and welcomes feedback to improve the quality of the services we provide.

What is a complaint?

A complaint is an expression of dissatisfaction.

Complaints about HCSCC and staff of the office

If a person has a complaint about HCSCC and/or the staff of the office they will be encouraged to try to resolve their concerns with the staff member involved.

If this does not resolve the problem, or if it is inappropriate to deal directly with the staff member involved, a person can complain to the manager.

If the manager is unable to resolve the problem, or the complaint concerns the manager, the person can complain to the Commissioner.

Complaints may be made orally and in writing or via email through the HCSCC website at www.hcsc.sa.gov.au

Accessibility

Information about how to complain will be made available to users of HCSCC services through the HCSCC website and in the course of providing HCSCC services.

HCSCC will take into account people with special needs and will provide additional help to these people to make a complaint about HCSCC. This may include interpreting services or other such support needed to complain about HCSCC services.

Responsiveness

Complaints about HCSCC services will be acknowledged within 2 days of being received and will be dealt with according to their urgency.

People who make a complaint will be treated courteously and will be kept informed of the progress of their complaint.

Objectivity

Each complaint will be dealt with in a fair, objective and unbiased manner with an emphasis on resolving the problem.

Confidentiality

HCSCC will respect people's right to privacy and will seek permission to obtain or share any necessary information about a complaint with another person.

Accountability

All complaints about HCSCC services will be recorded when they are received and will be reviewed by the Commissioner to assist with ongoing improvement of the complaints handling process and the delivery of HCSCC services generally.

Review

Where a person who has complained to HCSCC does not accept the final response of the Commissioner to their complaint, they can ask the State Ombudsman to investigate the Commissioner's actions.