

Health & Community Services Complaints Commissioner



Complaint Form

If you need help to fill in this form, please telephone HCSCC on 08 8226 8666 or toll free from a landline in country SA on 1800 232 007 Monday to Friday, 9am – 5pm

Please note: this form can be completed and submitted online at www.hcsc.sa.gov.au

Part 1 - I would like to bring a complaint to the attention of the Commissioner

- on behalf of myself because I received the service (go straight to Part 2)
- on behalf of someone else who received the service

Has the person who received the service given you permission to make a complaint on their behalf?

- yes no the person who received the service is deceased

Do you have a legal role for the person who received the service? (for example, a parent of a child under 18, guardian)

- no
- yes, please give details _____

Part 2 - Details of the person who received the service

- First name _____
- Last (family) name _____
- Date of birth _____
- Address _____
_____ Postcode _____
- Daytime telephone number _____ Mobile _____
- Email address _____
- Please let us know about any special needs that you have that HCSCC need to be aware when dealing with your complaint.
 - I am deaf or hearing impaired
 - I am blind or vision impaired
 - I need an interpreter, specify language _____
 - I need help to read and/or write
 - other please specify _____
- Please indicate if you are
 - Aboriginal
 - Torres Strait Islander
 - both Aboriginal and Torres Strait Islander

20. My main concerns are _____

21. How I would like my concerns resolved _____

22. Are there any immediate issues that need to be addressed so you can still use the service while your complaint is being considered?

23. Have you taken any action to deal with the complaint?
 no
 If yes, please give details, including name and details of person contacted and the outcome

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24. Have you lodged your complaint with another organisation? (for example, a lawyer or other complaints organisation)
- no
- If yes, please give details, including name and details of person contacted and the outcome

Part 5 – Completion and lodgement

1. Please send the completed form
 - by mail to
HCSCC
PO Box 199
Rundle Mall SA 5000
 - or by fax to 08 8226 8620
2. Or send us your complaint online by going to the HCSCC website at www.hcsc.sa.gov.au, and select the link for 'making a complaint', then select 'fill out complaint form online', and once complete send it to HCSCC by clicking the 'send' button.
3. HCSCC will contact you within ten working days of receiving your form to let you know we have received your complaint.

Part 6 – Internet users only

HCSCC takes all reasonable precautions to ensure that information you submit online is secure.

- The information you provide will be reviewed by HCSCC staff only as it pertains to the management of your complaint.
- We use our best endeavours and take reasonable precautions to secure your information, however you should be aware that absolute security of information transmitted via Internet forms cannot be 100% guaranteed.

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