

Monday, 25 January 2019

## New website for the HCSCC

Easier to navigate, clearer information, consumer tested – the new Health and Community Services Complaints Commissioner (HCSCC) website launched today.

Commissioner Dr Grant Davies said he was excited to be able to present the new site to the public.

“Our old website was clunky, hard to navigate and really missed what the HCSCC is about,” Dr Davies said.

“The new site makes it easier for consumers to find information relevant to them and make a complaint or enquiry with us.

“Service providers will find the information they need to help manage complaints in a more timely way.

“We have reviewed the entire content and now feel we have a website that is modern and welcoming.”

The HCSCC conducted consultation through the Health Consumers Alliance (HCA) which provided valuable feedback about the new site.

Dr Davies said the consultation session was an important step in making the site more suitable to the needs of health consumers.

“It was very interesting to hear the feedback and take on board the suggestions of the consultation group,” he said.

“We thank the HCA for facilitating the session and our website reflects the opinions of the group.

“The HCSCC will soon begin the process of a brand re-build, which will include a new logo and improved collateral.”

The new HCSCC website can be found [here](#).

### Background

The Office of the HCSCC is a free, independent, statutory office. The HCSCC assists consumers, carers and service providers with complaints about health or community services in South Australia. This includes government, private and non-government health and community services.

