

Facilitated Direct Resolution

When a complaint is lodged with the Office of the Health and Community Services Complaints Commissioner (HCSCC), we may determine that the best process for resolution is facilitated direct resolution (FDR).

FDR provides the opportunity for the service provider and consumer to resolve a complaint through direct dialogue.

While the HCSCC takes a less active role in the FDR process, we remain available to offer advice, support and guidance.

FDR differs from conciliation in that the HCSCC does not directly mediate between the consumer and service provider.

The HCSCC begins the FDR process by sharing the consumer's complaint with a service provider. This is permitted under Section 30 of the Health and Community Services Complaints Act 2004 (SA) (the Act).

Many complaints involve a breakdown in communication.

FDR helps facilitate lines of communication between the consumer and the service provider.

The HCSCC will request copies of letters, emails, and summaries of conversations between the service provider and consumer.

This helps the HCSCC determine if a complaint is resolved or further action is necessary.

Possible outcomes from an FDR process include:

- providing information, e.g. an explanation about what happened
- admitting mistakes or oversights
- apologising
- doing something to correct the harm that was caused
- taking action to lessen the likelihood of the same thing happening again
- providing a refund or compensation for damages

If the HCSCC is satisfied with the FDR process, we will close the complaint without further action.

If the FDR process does not resolve the complaint, then the HCSCC will assess what further action, if any, might be needed.