



Health and Community Services
Complaints Commissioner

www.hcscs.sa.gov.au

Need to **respond to a complaint?**

The Health and
Community Services
Complaints Commissioner
can help you respond to
a complaint about your
service.



The right to make complaints

Under the Health and Community Services Complaints Act 2004, consumers can complain about any aspect of their interaction with health or community service providers.

Complaints can be made about difficulties accessing a service, administrative issues, communication difficulties, inappropriate behaviour, lack of respect for individual rights, or treatment and care provided.

We act
independently,
impartially, in the
public interest and
free of charge.

Managing complaints made directly to you

If a member of the public decides to complain about services you provided, we require them to raise their complaint directly with your organisation in the first instance, if possible.

You should promptly and respectfully acknowledge the complaint and discuss it openly with the person making the complaint.

Take care to accommodate any special needs people may have that will help with complaint resolution, for example, an interpreter.

Keep clear and accurate records, and manage the complaint confidentially.

The HCSCC will sometimes ask you to report on the progress of a complaint and the steps and actions taken towards resolving it.

Handling complaints well will decrease the chance of the complaint being escalated to the HCSCC.

If a complaint can not be resolved directly with the consumer, you should contact the HCSCC.



Complaints made to the HCSCC

The HCSCC will review each complaint and make a determination about it within 45 days. This may involve contacting service providers to discuss the complaint.

We may ask you to provide information, a response, an explanation, or documents, within a reasonable time. We will often request that you supply a consumer's clinical records.

We may determine that a complaint:


- be referred for conciliation;
- be investigated;
- be referred to a health professional registration board;
- be referred to a more appropriate body; or
- requires no further action.


Most matters are resolved in conciliation. This allows both parties to have a say and a role in a resolution. Investigations are conducted by the HCSCC alone, with the final outcome decided by us.

Whether the complaint is made directly to your organisation or progressed to us, your cooperation is essential to complaint resolution. Complaints create opportunities for improvement, making services safer and more effective for everyone.




Contact the HCSCC

 **Online** www.hcsc.sa.gov.au/contacts/
You can fill out and submit an enquiry form.

 **Call** 1800 232 007

 **Email** info@hcsc.sa.gov.au

 **Write** PO Box 199, Rundle Mall SA 5000

- The Office of the Health and Community Services Complaints Commissioner acknowledges and respects Aboriginal peoples as the state's First Peoples and nations and recognises Aboriginal peoples as Traditional Owners and occupants of lands and waters in South Australia.