



do you have a complaint
about an SA health, community
or child protection service?
want to talk to someone?

about the hcsc

we support your rights as a health,
community or child protection
service user

we are independent and impartial
we are not on anyone's side

we deal with complaints about
SA health, community or child
protection services:

- government, non-government or private service providers
- Aboriginal or non-Aboriginal services

our services are free and
strictly confidential



contact us

how to make a complaint
to the hcsc

- call the **hcsc** Enquiry Service,
Monday–Friday 9am–5pm on **8226 8666**
or **1800 232 007** (country SA toll free)

*if we can't answer your call
immediately, please leave a
message on the answering
machine and we will get
back to you*

- write to the **hcsc**
PO Box 199
Rundle Mall SA 5000
- visit the **hcsc** website and
fill out a complaint form at
www.hcsc.sa.gov.au
- send a fax to the **hcsc**
on **8226 8620**
- **hcsc** can help if you
have special needs like
interpreting, TTY, etc



Speak up

maybe the Health & Community Services
Complaints Commissioner (hcsc) can help



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the hcsc deals with complaints about SA health, community or child protection services, eg:

health services

- hospitals
- doctors, nurses
- community health
- alternative health

community or child protection services

- disability services
- personal support in home
- advocacy or community information services
- Families SA

please ask us if you're not sure whether a service is covered by the hcsc

we cannot deal with complaints about housing, food problems or court decisions

how the hcsc can help with your complaint

we will listen to you

we can give you information and talk about options

we can help you get answers about your complaint from the service provider

we can decide to investigate your complaint

how will speaking up change things?

you'll be heard

you can find out what happened

you can change how you're treated in the future

your complaint can make a difference for you and others

speaking up

make a difference for you and others

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