

health & community
services complaints
commissioner

you can complain to
hcsccl about health,
community and child
protection services in
South Australia



contact hcsccl

Need help to make a complaint to hcsccl?

- call the **hcsccl** Enquiry Service
Monday-Friday 9am-5pm
p 8226 8666

Country SA from a landline
1800 232 007

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



hcsccl

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Do you have a complaint
about a health, community
or child protection service?

Why complain?

Complaints are an opportunity to:

- provide feedback
- resolve your concerns
- make services safer and better for everyone

You can complain to hcsc about health, community and child protection services in South Australia, for example:

Health services

- doctors, nurses and other health professionals
- hospitals and health centres, including mental health services
- alternative health services

Community and child protection services

- disability services
- child protection services
- counselling services

Generally **hcsc** can help with a complaint about something that happened up to 2 years ago

Please ask us if you're not sure if a service is covered by **hcsc**

How do I complain?

step 1

Complain to the service first

- complain as soon as possible after a problem occurs
- think about what you would like done to put things right
- if you need to use the service while your complaint is being handled, talk with them about what you need
- keep a record of all discussions and letters
- ask the service to let you know about what is happening with your complaint – you should have a response within 30 days

step 2

If you can't resolve your complaint with the service, please contact **hcsc**

hcsc will:

- listen
- give you information and talk about options
- help you to get answers to your complaint

The Commissioner may decide to take your complaint further

hcsc

- supports your right to complain about health, community and child protection services
- is independent and does not take sides
- is free and strictly confidential
- works to ensure complaints are used to improve the safety and quality of services

hcsc can't

- deal with complaints about housing, food problems, employment issues or court decisions
- **hcsc** will try to refer you to someone who can deal with these complaints