

You can complain to the
HCSCC about health or
community services in
South Australia.

Contact the HCSCC:

For more information speak with the
HCSCC:

Telephone

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

Monday - Friday 9am - 5pm
08 8226 8666
1800 232 007 (Country SA landline)
Teletypewriter (TTY)
p 133 677
p 1800 555 677 (Country SA landline)

Write

HCSCC
PO Box 199
RUNDLE MALL SA 5000

Email

info@hcsc.sa.gov.au

Website

www.hcsc.sa.gov.au

Fax

8226 8620



Consumer Brochure

Do you have a complaint about a
health or community service?



Why complain?

Complaints are an opportunity to:

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

Anyone can complain to the HCSCC about health or community 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;
- counselling services.

Community services

- Disability services not covered by the NDIS.

Generally HCSCC can help with a complaint about something that happened up to two years ago.

Please ask us if you're not sure if a service is covered by the HCSCC.

How do I complain?

Step 1

Complain to the service first, if you feel able.

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 the HCSCC. We will:

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

The Commissioner may decide to take your complaint further.

The HCSCC

- supports your right to complain about health or community 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

The HCSCC can't

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