

HCSCC Process

Cooperation is essential to obtain information and resolve complaints.

Most matters are resolved in conciliation and sometimes investigation.

The HCSCC will ask you to provide information, a response, an explanation or documents within a reasonable time. This includes obtaining a consumer's clinical records.

The HCSCC will sometimes seek a report from you about the progress of the complaint and the steps and actions taken towards resolving it.

The HCSCC can also:

- Monitor and reports complaint trends.
- Make recommendations to improve safety and quality.
- Provide training and coaching about making and responding to complaints.

Need Help?

- Visit: www.hcsccl.sa.gov.au/for-service-providers-addressing-complaints/
- Speak with the HCSCC.
- Request a guest speaker.

Contact the HCSCC:

For more information speak with the HCSCC:

Telephone

Enquiry Service
Monday - Friday (9am - 5pm)
(08) 8226 8666
1800 232 007 (Country SA landline)

Teletypewriter (TTY)
133 677
1800 555 677 (Country SA landline)

Write

HCSCC
PO Box 199
RUNDLE MALL SA 5000

Email

info@hcsccl.sa.gov.au

Website

www.hcsccl.sa.gov.au

Fax

8226 8620



Service Provider Brochure

Responding to complaints about health or community services.



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

Complaints: safety and quality

Complaints create an opportunity for improvement.

Complaints make services safer and better for everyone.

A person concerned about health or community services, can make a complaint to the HCSCC under the *Health and Community Services Complaints Act 2004*.

What to do if you receive a complaint

Attempt to resolve the complaint directly with the consumer. While each complaint is different, the following general principles apply:

- Acknowledge the complaint promptly.
- Be open in your dealings with complainants.
- Ask questions and gather all relevant information.
- Respond to all issues of the complaint.
- Keep clear and accurate records.
- Find ways to meet any individual needs a consumer may have (for example, an interpreter).
- Emphasise confidentiality and privacy.
- Plan meetings and stay calm.
- Keep your promises.

- Keep the consumer informed.
- Aim resolve the complaint within 30 days of receipt.
- Seek advice you are unsure about how to proceed.

What if a complaint can't be resolved directly with the consumer?

Speak with the HCSCC.

Other things to know about the HCSCC

Generally the HCSCC can help with a complaint that began up to two years ago.

We consult with the Australian Health Practitioner Regulation Agency (AHPRA) about matters to do with registered service providers (like doctors and nurses).

This can result in part, or all of a complaint being referred to AHPRA.

The HCSCC also consults with other bodies like the Coroner, Equal Opportunity Commission, Aged Care Quality and Safety Commission and to resolve complaints that overlap.



www.hcsc.sa.gov.au



8226 8666

What will the HCSCC do when a complaint is made?

The HCSCC's will review each complaint and make a determination about it within 45 days.

This review process may include contacting service providers to discuss the complaint.

Where direct resolution is not possible or appropriate, 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.

Conciliation allows parties to have a say and role in any potential resolution to a complaint.

Investigations are conducted by the HCSCC alone with the final outcome decided by us.



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