

Facilitated Direct Resolution

When a complaint is lodged with the Office of the Health and Community Services Complaints Commissioner (HCSCC), the HCSCC may assess the complaint as appropriate to be handled by a process called facilitated direct resolution – or FDR.

FDR works by creating an opportunity for a service provider and a consumer to resolve a complaint through direct dialogue.

While the HCSCC takes a less active role in the FDR process, we will always be available to offer advice, support and guidance during the process.

FDR differs from conciliation because the HCSCC does not directly mediate the process between the consumer and service provider.

The HCSCC begins the FDR process by sharing the consumer's complaint with a service provider which is permitted under Section 30 of the *Health and Community Services Complaints Act 2004* (SA) (the Act).

Many complaints received by the HCSCC involve some type of communication breakdown.

Therefore, FDR helps facilitate lines of communication between the consumer and the service provider.

The HCSCC will always request copies of letters between the service provider and consumer during FDR (or, copies of emails, summaries of phone conversations and so on).

This helps the HCSCC determine if a complaint is resolved or further action is necessary.

Possible outcomes from an FDR process include:

- Giving information – an explanation about what happened.
- Admitting any mistakes or things that were overlooked.
- Apologising for any distress that was caused.
- Doing something to correct the harm that was caused.
- Taking action to lessen the likelihood of the same thing happening again.
- Providing a refund or compensation for damages.

If the HCSCC is satisfied with the FDR process, we will close the complaint without taking any further action.

If the FDR process does not resolve the complaint, then the HCSCC will assess what further action, if any, might be needed.

