




The Health and Community Services Complaints Commissioner can help you with your complaint about health and community services in South Australia.

Contact


 **Call**
(08) 7117 9313 OR
1800 232 007 (Country SA Landline)

 **Teletypewriter (TTY)**
133 677 OR
1800 555 677 (Country SA Landline)

 **Email**
info@hcscs.sa.gov.au

 **Write**
PO Box 199, Rundle Mall SA 5000

 **Website**
hcscs.sa.gov.au

 **Visit**
Ground Floor, 191 Pulteney Street
Adelaide SA 5000

 **Opening Hours**
Monday-Friday: 9am to 5pm
Saturday / Sunday: Closed

Need to talk? Speak up!



Artwork © Heather Shearer

If you have a complaint about a health or community service, we're here to help you.

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

About the HCSCC

We support your rights as a health and community service user.

We are independent and impartial.

We are not on anyone's side.

We deal with complaints about South Australian health and community services

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

Our services are free and strictly confidential.

The HCSCC deals with complaints about South Australian health and community services such as:

Health services

Hospitals

Doctors and nurses

Community health

Alternative health

Community services

Disability services

Personal support in home

Advocacy or community

Please ask us if you're not sure whether a service is covered by the HCSCC. We cannot deal with complaints about housing, food problems or court decisions.

How the HCSCC 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.