Aged Care Complaints Commissioner

Most organisations and homes that provide aged care (also known as ‘service providers’) do their best to give you quality care and services. However, sometimes issues can occur. If you’re concerned about the care or services you receive from an aged care home, Home Care Package or the Commonwealth Home Support Programme, you can make a complaint. This way, providers can improve the quality of care and services they provide to you, your loved one or anyone else.

What can I complain about?

You can make a complaint about any area of the care and services you receive from an Australian Government-subsidised service provider. This might include areas such as:

- quality of care
- choice of activities
- personal care
- meals
- communication between you and staff
- physical environment.

Who do I complain to?

If you feel comfortable, the first thing you should do is let your service provider know about your concerns. Most of the time, your service provider is best placed to resolve complaints and alleviate your concerns. This can be the quickest and most effective way to find a solution.

However, if you don’t feel comfortable speaking with your service provider, or if your complaint hasn’t been resolved, you can contact the Aged Care Complaints Commissioner. If they are unable to help you, they will tell you why and either suggest who you can contact or refer you to other organisations such as a state-based Health Care Complaints Commission or the Australian Health Practitioner Regulation Agency.

You can find more information on our page, how to make a complaint.

Who can make a complaint?

Anyone can make a complaint, including:

- you (the person receiving care)
- your family members
- your friends
- your representatives
- aged care staff
- volunteers
- health professionals.
What happens after I lodge a complaint?
When you lodge a complaint with the Complaints Commissioner, the process will be explained to you, including your options. You may be asked for more details and what your expectations are. The more information you provide when you lodge your complaint, the better – it will help the Complaints Commissioner understand all the issues and determine the best way to resolve your concerns.
Visit the Aged Care Complaints Commissioner website for more information about how the Complaints Commissioner can help you resolve your complaint.

Review Rights
If you have lodged a complaint with the Aged Care Complaints Commissioner and are not happy with a decision or the complaints process, you can provide feedback and ask the Complaints Commissioner to review the decision.
You can also ask for a review of our complaints process by the Commonwealth Ombudsman.

Seeking a review by the Complaints Commissioner
A ‘Your review rights’ fact sheet on the Complaint Commissioner’s website outlines options to seek review of the Aged Care Complaints Commissioner’s decisions or process.
If you’re still unsure about your review rights call the Complaints Commissioner on 1800 550 552 and ask to speak to a complaints manager in your state or territory.

Seeking a review by the Commonwealth Ombudsman
The Commonwealth Ombudsman can investigate complaints about the actions and decisions of Australian Government agencies, including those of the Aged Care Complaints Commissioner, to see if they are wrong, unjust, unlawful, discriminatory or unfair.
If you are not satisfied with an outcome offered by the Aged Care Complaints Commissioner, you can contact the Ombudsman’s office through the Commonwealth Ombudsman website or by phoning 1300 362 072.

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