



# How to Give Feedback or Make a Complaint

## Residential Care and Home Services

Your comfort, safety, and well-being are our priorities. Your feedback is valuable, and we want you to feel respected and heard. You have the right to complain, and doing so will not negatively affect how we treat you, or your care. You can stay anonymous if you would like to. We will keep matters confidential and work to resolve things as quickly as possible.

### Step 1: Talk to Us First

Often, the quickest way to solve a concern is by speaking directly with us. We want to hear from you so we can address the issue promptly.

#### Who to talk to:

- Speak to a staff member who you feel comfortable with. They may be able to solve the concern right away.
- If it's a bigger concern, talk to a service manager.
  - **For residential care:** This may be the manager of your area or the manager of the home.
  - **For home services:** This may be the manager of your service or a program manager.

#### How to complain:

- You can make a complaint in person, over the phone, in an email, in a letter, or by using a feedback form available at reception or on our website.
- You can also ask a family member, friend, or independent advocate to speak on your behalf.

#### What happens next:

- We'll listen and discuss your concerns.
- We'll work with you to find a solution.
- We'll keep you informed about the progress.
- If you're not satisfied, we'll let you know what other options are available.

### Step 2: Escalating Your Complaint within Our Organisation

If you've spoken with a staff member or manager and are not happy with the outcome, you can escalate your complaint to a more senior level.

#### How to contact our central office:

- Use the online feedback form on our website and specify you want a senior team member to review your complaint.
- Call us on (08) 8291 8000 or 1800 852 772.

### How we will handle the escalation:

- A senior team member will review your original complaint and our initial response.
- They will contact you to discuss your concerns and what you feel would be a fair resolution.
- We may investigate further, including speaking with other staff or reviewing your care plan.
- We will provide you with a response that explains our findings and the actions we have taken or will take.
- We are committed to responding to you in a timely manner.

### Step 3: Seeking External and Independent Support

If you're still not satisfied or feel uncomfortable complaining to us directly, you have the right to take your complaint to an independent body.

The **Aged Care Quality & Safety Commission** is the government regulator for aged care and has a **Complaints Division**.

They can investigate your complaint and ensure we are meeting our responsibilities. You don't have to complain to us first before contacting them.

- Phone: 1800 951 822
- Website: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

**Older Persons Advocacy Network (OPAN)** is a free and confidential service that helps you understand your rights and supports you through the complaints process.

- Phone: 1800 700 600
- Website: [www.opan.org.au](http://www.opan.org.au)

### Need help with this information?

- **For interpreters:** Call the Translating and Interpreting Service (TIS National) on **131 450** and ask them to call us.
- **For hearing or speech impairment:** Contact the National Relay Service by calling **133 677**.

### Contact Us

- Phone: 1800 852 772
- Website: [www.southerncrosscare.com.au](http://www.southerncrosscare.com.au)
- Address: 25 Conyngham Street, Glenside SA 5065 AUSTRALIA