



Australian Government

Department of Health and Aged Care

Aged Care Quality and Safety Commission

Process for managing complaints

The below information refers to actions the Complaints Commissioner (supported by Commission staff) would take under the proposed rules for complaints management as required by the *Aged Care Act 2024*.

Step 1

Collect and Triage

The Commission will:

- gather information from you and assess any risks
- ensure they understand your complaint and the outcome you want
- take immediate action if an older person is at serious risk of harm
- provide you with details about aged care advocacy services.

Timeline: Within 3 business days

Step 2

Assess

The Commission will:

- clarify issues with you and explain the steps in the complaints process
- contact the provider about your concerns and start gathering information
- let you know if it is going to take longer to assess your complaint.

Timeline: Within 10 business days

Step 3

Resolve

The Commission will:

- talk to you about what they will do to resolve your complaint, such as open disclosure or conciliation
- advise you of all actions they will require your provider to take
- provide you with fortnightly progress updates (unless agreed otherwise)
- let you know if resolving your complaint will take longer, once they have all the information.

Step 4

Finalise

The Commission will:

- try to get the outcome you want
- ensure any risks to you, and any other older people, are managed
- ensure your provider is meeting their legislated obligations
- talk through the outcome of your complaint with you, before it is closed
- advise of possible next steps, if you are unhappy with the outcome
- send you a letter explaining the outcome of your complaint.

Timeline: Within 90 days from receiving complaint

You can make a complaint about **any aspect of your care** from aged care services, including **your rights**.
For more information about complaints policy and processes, visit agedcarequality.gov.au or by phone on **1800 951 822**.