



Grant complaints policy

Who we are

The Australian Government Department of Health, Disability and Ageing develops policy, regulates, and funds health care, aged care, and disability services to improve the wellbeing of Australians.

We support the government to lead and shape Australia's health, disability and aged care systems through evidence-based policy, well targeted programs, and best practice regulation.

We use grants and tenders to pay other organisations to deliver health, disability and ageing activities and services on our behalf. This helps us meet our goals and helps other organisations meet theirs.

Grant complaints

Complaints provide us with important feedback and assist us to improve our grants and service to the community.

We support your right to make a complaint regarding a grant or grant process. You can tell us if you are not satisfied with our decision, services or actions.

Making a complaint

To make a complaint about a grant or grant process, please email the department via the Grant ATM mailbox - grant.atm@health.gov.au.

What you can expect

We take complaints seriously and aim to resolve them as quickly as possible. We are committed to providing a service that is fair, transparent, timely, respectful, effective and without discrimination. We will:

- keep the matter confidential and only share information with those who need to know
- give you an opportunity to provide supporting information
- keep you informed of progress
- take all practicable steps to resolve your complaint
- outline the process to seek a review of the department's response to your complaint.

What we need from you

Please be clear and factual. Tell us the outcome you would like. If you provide your name and contact details, we can get in touch with you and help to resolve the issue. When making a complaint, please include:

- the word “complaint” in the subject line
- a clear statement about what you think was wrong with the grant process
- a clear statement about what you hope to achieve from making a complaint
- copies of, or references to, information to support the complaint
- contact details.

Writing down all your concerns can help you put the information together in a logical way. This makes it easier for us to understand what’s happened. It also gives you a written record of your concerns.

We understand you may feel upset, angry or frustrated about things. However, to help us address your concern, it’s best to stick to the facts when you describe what happened.

Acknowledgment

Once you have lodged a complaint, we will aim to acknowledge it by email within 5 business days.

How we respond

We aim to resolve complaints within 28 business days. If your complaint is complex and involves several issues, it may take longer to resolve your complaint. If we can’t resolve your complaint, we will explain why and let you know your other options.

Complaint process

We will handle your complaint independently. It will be assigned to a designated officer that has not been involved in decisions about your issue.

During the complaint resolution process, the designated officer may:

- keep you informed of the progress by email or phone
- allow you the opportunity to give additional information or comments before finalising the complaint
- give you a clear and concise explanation of the action taken to resolve the complaint and the reasons for the decision
- give you information about your options if you aren't satisfied with the outcome of the complaint.

If you are not happy with the outcome

If you have lodged a complaint and are not satisfied with the outcome you can ask for your complaint to be escalated to a more senior officer for review. It is important you clearly identify the original complaint and state the reason for the review request.

To escalate your complaint contact us by email at grant.atm@health.gov.au and request an internal review. These are done by independent designated officers whose experience best suits the nature of the complaint.

If you are still not happy with the outcome after the review, you can contact the [Commonwealth Ombudsman](#) by following the contact information on its website.