

Making a Complaint

The ACT Lifetime Care and Support Commissioner is committed to providing quality services-and this includes being open to receiving complaints. You can make a complaint if you are not satisfied with the Scheme or a service or product that is paid for by the Scheme. Complaints can be made by:

- You
- A relative or friend of yours
- A service provider (for example, an attendant care provider).

How do I make a complaint?

To make a complaint you can:

- Contact your Coordinator, or
- Contact the service provider (where the service is being paid for by the Commissioner)

If you don't feel comfortable doing this, or if you've tried this and are still not satisfied with the result, you can contact the NSW LTCSA Complaints Officer:

- Phone: 1300 738 586 (cost of a local call)
- Fax: 1300 738 583
- Email: feedback@lifetimecare.nsw.gov.au
- Mail: Complaints Officer
Lifetime care and Support Authority
Level 24, 580 George Street
Sydney NSW 2000

You'll need to provide the following information:

- Your name and contact details
- How you would like to be contacted
- Details of what you are not happy with. It will help if you include what action could be taken to resolve the problem

You can make an anonymous complaint. In this situation, the Commissioner may not have enough information to investigate your complaint and will not be able to inform you of the outcome of the investigation.

Can I get help making the complaint?

Yes. You may be able to get an advocate to help you with your complaint. For information on advocates, see *Information Sheet: Advocacy* or the Scheme's website, <http://apps.treasury.act.gov.au/lcscs>.

How is the complaint investigated?

A staff member at the NSW LTCSA may be able to resolve your complaint immediately. If not, your complaint will be given to a senior staff member for further investigation. The LTCSA will advise you who this is within 10 working days.

What happens will depend on what you've complained about and who is involved. The LTCSA will review the decisions made and may contact the other party.

If there are delays (for example, the LTCSA may be waiting on a response from a service provider), the LTCSA will keep you informed of progress.

What happens next?

Within 20 working days, the LTCSA will inform you in writing and provide information about the investigation process, the outcome of the complaint investigation and any actions taken.

What happens to the information I provide?

Your details are confidential and will only be given to those at the Scheme directly involved with your complaint. The LTCSA will obtain your permission before sharing your information with any other parties. Feedback received will be used by the LTCSA to improve the quality of its service.

What if I am not satisfied with the result?

If you feel your complaint was not adequate or fairly dealt with, you may ask for a review. To do this, write to the LTCSA Executive Director. You will be advised of the progress of the review within 10 working days.

If you are *still* unhappy with the resolution of your complaint, you may refer to the ACT Ombudsman by toll free call on 1300 362 072 or online at www.ombudsman@act.gov.au.

For more information or to obtain copies of information sheets or the Lifetime Care and Support Guidelines, contact the Lifetime Care and Support Commissioner.