

ac.care understands you may find making a complaint difficult and sometimes it takes a lot of courage. It is important we do hear from you, because:

- we value your opinion and want to find good solutions
- complaints are a good opportunity to resolve your concerns
- complaints or concerns can help us change the way we work with you

How do I get help with a complaint or feedback?

Phone 1300 accare (1300 222 273) or visit any of the ac.care sites during business hours

Mount Gambier ac.care
70-72 White Avenue
Mount Gambier SA 5290
Phone 08 8724 5400

Murray Bridge ac.care
29 Bridge Street
Murray Bridge SA 5253
Phone 08 8531 4900

Mount Gambier Community Centre
22 Ferrers Street
Mount Gambier SA 5290
Phone 08 7725 3000

Berri ac.care
5 Kealley Street
Berri SA 5243
Phone 08 8580 5300

Mount Gambier Family Relationship Centre
22 Bay Road
Mount Gambier SA 5290
Phone 08 8721 3500

Millicent Community Centre
57-59 George Street
Millicent SA 5280
Phone 08 8735 5700

Write to:

ac.care
PO Box 1842
Mount Gambier SA 5290

Email

feedback@accare.org.au

Web

accare.org.au

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est. 1986

Anglican Community Care Incorporated
ABN 53 440 436 445 | DGR 900 153 951
Charity Lic CCP 2565

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client feedback & complaints

help us to deliver better services

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How do I give feedback, complain or raise a concern?

- Please let us know as soon as possible after a problem occurs
- Help us to better understand your concern with clear and correct information
- Think about what you would like done to put things right

Who can I talk to?

1. **It is best to raise the concern with the relevant staff member first.**
2. **If you are not satisfied with the outcome, you can speak to the line manager of the staff member.**
3. **If you are still not satisfied, you can make a formal complaint:**

- In person at any ac.care office or community centre (see back page). Staff can assist you with the process for making a complaint/concern
- In writing addressed to:
ac.care
PO Box 1842
Mount Gambier SA 5290
- By email:
feedback@accare.org.au
- Download a 'Formal Complaint' form online at accare.org.au

What happens after I submit a formal complaint?

- All formal complaints will be treated seriously and investigated promptly and fairly.
- You will not be disadvantaged by raising the complaint.
- We will deal with your complaint in a timely and fair manner.
- You will be contacted within 14 days by the staff member investigating the complaint.
- You will be informed of the progress of the complaint.
- Details of the complaint will be kept in a confidential complaints register.
- We will use your concern to improve our services where we can.

Is my complaint confidential?

As far as possible all complaints/concerns will be kept confidential amongst the staff directly engaged with the resolution of your complaint/concern.

If we need to involve other people to satisfactorily resolve the issue we will ask for your permission first.

ac.care abides by the Privacy Act 1988 and the Information Privacy Principles (IPPs) and National Privacy Principles (NPPs).

What if I am not satisfied with the outcome?

You can contact any of the following:

ac.care Board of Directors

c/o Convenor (in writing marked "confidential")
PO Box 1842
Mount Gambier SA 5290

State Ombudsman

Level 9, 55 Currie Street
Adelaide SA 5000
Phone 1800 182 150

Equal Opportunity Commission

Level 17, 45 Pirie Street
Adelaide SA 5000
Phone 1800 188 163

Health & Community Services Complaints Commissioner

PO Box 199
Rundle Mall SA 5000
Phone 1800 232 007

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