Health and Community Services
Complaints Commissioner

The Health and Community Services Complaints Commissioner can help you with your complaint about health and community services in South Australia.

hcscc.sa.gov.au

Health and Community Services
Complaints Commissioner

Contact

Call
(08) 8226 8666 OR
1800 232 007 (Country SA Landline)

Teletypewriter (TTY)
133 677 OR
1800 555 677 (Country SA Landline)

Email
info@hcscc.sa.gov.au

Write
PO Box 199, Rundle Mall SA 5000

Website
hcscc.sa.gov.au

Visit
Ground Floor, 191 Pulteney Street
Adelaide SA 5000

Opening Hours
Monday-Friday: 9am to 5pm
Saturday / Sunday: Closed

@sahcscc /sahcscc
linkedin.com/company/sahcscc

Health and Community Services
Complaints Commissioner

Need **help** with a complaint?

If you have a complaint about a health or community service, we're here to help you.

hcscc.sa.gov.au

You can complain to the HCSCC about health or community services in South Australia.

Why complain?

Complaints are an opportunity to:

- provide feedback.
- resolve your concerns.
- make services safer and better for everyone.

Anyone can complain to the HCSCC about health or community services in South Australia, for example:

Health services:

- doctors, nurses and other health professionals;
- hospitals and health centres, including mental health services;
- alternative health services;
- counselling services.

Community services:

- Disability services not covered by the NDIS.

Generally HCSCC can help with a complaint about something that happened up to two years ago.

Please ask us if you're not sure if a service is covered by the HCSCC.

How do I complain?

Step 1

Complain to the service first.

Complain as soon as possible after a problem occurs.

Think about what you would like done to put things right.

If you need to use the service while your complaint is being handled, talk with them about what you need.

Keep a record of all discussions and letters.

Ask the service to let you know what is happening with your complaint — you should have a response within 30 days.

Step 2

If you can't resolve your complaint with the service, please contact the HCSCC. We will:

listen

give you information and talk about options

help you to get answers to your complaint.

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What's next?

The Commissioner may decide to take your complaint further.

The HCSCC:

- supports your right to complain about health or community services
- is independent and does not take sides
- is free and strictly confidential
- works to ensure complaints are used to improve the safety and quality of services

The HCSCC can NOT:

- deal with complaints about housing, food problems, employment issues or court decisions.
- The HCSCC will try to refer you to someone who can deal with these complaints.

We act independently, impartially, in the public interest and free of charge