



Complaints



As a client of any HACC service you have the right to expect that you can make a complaint whenever you feel you have been treated unfairly, that your complaint will be handled in the right way and that your cultural background or beliefs will be respected.

Let us know if you are not happy with any part of our service.

How to make a complaint?

If you wish to make a complaint about:-

A Kura Yerlo HACC service or staff member

Speak with the HACC Program Manager

OR

The Kura Yerlo HACC Management

Speak with the Kura Yerlo CEO

OR

Other mainstream services

Speak with the Kura Yerlo HACC Program Manager

In most cases they will ask you to write out your complaint or fill in a Complaint Form.

Kura Yerlo has a special complaints Form that is available from the Office or phone 08 8449 7367

Complaint Information

Your complaint should have information about:-

When the incident happened.

Who was involved?

Who said/ did what?

And so on.





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If your complaint can't be worked out easily, you may need to meet with the person you are complaining about, to talk about the problem.

A mediator (someone separate from you both), will be there, to help you talk to each other comfortably and hopefully sort things out.

An informal complaint is dealt with in a different manner than a formal complaint. An informal complaint is something which is dealt with by discussion and has been remedied in a short period of time. A formal complaint has to be taken further and has greater consequences.

Still not happy?

If you are still not happy there are other organisations that you can take the complaint further. Some of these are:-

Aged Rights Advocacy Service
Phone 82325377

Ombudsman of SA
Phone 82268699

Office of the Public Advocate
Phone 83685600

Guardianship Board
Phone 83685600

Equal Opportunity Commission
Phone 82071977

See also the following Information Sheets:-

Rights and Responsibilities

Privacy

Advocacy

