

# Making a complaint

1

## Submit a complaint

You can submit a complaint in writing, through the iLA website, by email, phone, or post. You can also speak to a Client Liaison Officer (CSO), Assessor, or Team Leader.

2

## Acknowledgement and next steps

We'll confirm we've received your complaint and explain your rights. If your complaint can't be resolved immediately, we'll escalate it for further investigation, and provide a timeframe where possible.

3

## Investigation and support

We will follow our internal procedures to investigate and take action to resolve your complaint. You can involve an advocate or supporter to communicate with us. We will help you access any communication services you need, such as a translator.

We'll keep you updated on the progress of your complaint.

4

## Outcome and resolution

Once we've reviewed your complaint, we'll inform you of the outcome.

5

## Futher support

If you're not satisfied with the resolution, you can escalate your complaint to external bodies like My Aged Care Complaints or the Aged Care Quality and Safety Commission.