

CONCERNS AND COMPLAINTS

If you have a concern or a complaint regarding Diversicare’s services, you are encouraged to raise it with your Community Care Coordinator. Making a complaint is not ‘being difficult’. Complaints can help us improve the quality of care and services we provide to you or your loved one. If you have a concern about the care you or someone else is receiving, it is important that you raise your concern. Anyone can raise a concern, including:

- Care recipients
- partners, including same-sex partners
- family members
- friends
- representatives
- advocates
- carers

If you are not comfortable speaking to your Coordinator or you are not satisfied with their response please contact **Diversicare’s Community Services Manager**:

Phone 1300 348 377

Or by mail Community Services Manager
Diversicare
PO Box 5199
WEST END QLD 4101

The matter will be treated confidentially and dealt with promptly.

If you are not satisfied with the outcome of your complaint, you can contact the **Aged Care Complaints Scheme** at:

Phone 1800 550 552

Or by mail Aged Care Complaints Scheme
Australian Department of Social Services
GPO Box 9820
Brisbane QLD 4000

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