

Making a complaint

Mercy Services is committed to providing high quality services to those in need, but sometimes we get it wrong. You can let us know where we have made a mistake by making a complaint.

Mercy Services takes all complaints very seriously, and welcomes them as an opportunity to continuously improve the services we provide. Some complaints can be resolved on the spot; however, others may require an investigation which can take time. Mercy Services will endeavour to resolve complaints as soon as we can, and keep you informed of the process.

Mercy Services will respond to complaints in line with an open disclosure process. This fact sheet informs you of how you can make a complaint, and what to expect when you make a complaint.

What can I make a complaint about?

If you are unhappy with the service received or an issue that occurred in connection with your service, you may raise a complaint to Mercy Services in the first instance to address your concerns. If you remain unsatisfied with the outcome, you may then raise the complaint to the relevant body dependent on your service as outlined below:

- [Aged Care Safety & Quality Commission](#) (or call 1800 951 822) – for issues regarding Residential Aged Care facility, Home Care or Commonwealth Home Support Packages;
- [NSW Ombudsman](#) – for AOD and Community Transport; and
- [NDIS Quality & Safeguards Commission](#) (or call 1800 035 544) – for the National Disability Insurance Scheme.

Your rights

We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to [Aged Care Safety & Quality Commission](#), the [NSW Ombudsman](#) or [NDIS Quality & Safeguards Commission](#) if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.

How to make a complaint

You can submit a complaint via:

<i>Writing a Letter:</i>	<u>Addressed to:</u> Complaints Officer Mercy Services 13 Brooks Street West Wallsend NSW 2286
<i>Email:</i>	complaints@mercyservices.org.au
<i>Telephone:</i>	02 4962 6680
<i>Website:</i>	https://mercyservices.org.au/contact-us (via send us an enquiry)
<i>Anonymous notification</i>	Speak up Integrity Hotline (External provider – Core Integrity) Phone: 1800 324 775 Email: speakup@coreintegrity.com.au

Our complaints procedure

- A designated complaints person will be assigned to discuss with you and your family/carer/advocate (if appropriate), all the details of the complaint, including the outcomes you would like to see.
- You will receive an acknowledgement of the complaint which will include the expected timeframe for your complaint to be resolved.
- If appropriate, we will conduct an investigation into the circumstances surrounding your complaint.
- You will receive information on the outcomes of your complaint and be given the chance to ask for a review or refer the complaint to the relevant body overseeing your service (as outlined above).
- We will use your complaint to review our systems, policies and procedures to improve our services.

Our obligations

For all complaints made to us we will:

- Treat all complainants with dignity and respect.
- Attempt to resolve the issue to the best outcome for all parties, within 14 days (unless otherwise agreed).
- Keep you informed of developments regarding your complaint.
- Maintain records regarding your complaint.
- Provide support to access translation, advocacy, or other support services where appropriate.
- Report any breaches of legislation to the relevant authority.

If you have any questions over the process you can contact via any of the outlined contact points or directly to complaints@mercyservices.org.au.