

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 improve the services we provide.

Mercy Services will respond to complaints in line with an open disclosure process

This brochure 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?

You have a right to complain to Mercy Services or Aged Care Safety & Quality Commission or the NSW Ombudsman regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

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 or the NSW Ombudsman 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.

Making a complaint

You can submit a complaint in person, writing a letter, email or via telephone or by completing a complaint submission form.

Our complaints procedure

- Our Head of Community Transport will discuss with you (and your family/carer/advocate) 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 Aged Care Safety & Quality Commission or the NSW Ombudsman.
- 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.
- 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.

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.