

How to compliment or complain about the In Home Care Support Agency of NSW or South Australia

The In Home Care Support Agency welcomes feedback on its services whether this is a compliment which can be passed on to staff or a complaint which may result in an improvement in the way we operate. We seek to ensure early resolution of complaints, grievances and appeals in an impartial manner. Treatment of all parties will be fair and complaints will be dealt with promptly. All complaints will be viewed as an opportunity to learn, review practice and procedure and respond to evolving client requirements and the external environment.

Who can complain?

A complaint may be made by any person affected or likely to be affected by actions or decisions of the IHC Support Agency staff or as a consequence of IHC Support Agency policy or procedure. A complaint may also be made by someone acting on behalf of the person, with their consent.

How do I complain?

A straightforward complaint may easily be dealt with by telephoning the staff member concerned. Should a resolution not be arrived at quickly, families, services or educators should notify the IHC Support Agency in writing. This may be via the Complaints Form, available for download from this website or a form can be sent to you. Complaints can also be taken via email or letter.

Please ensure you have provided sufficient details for your complaint to be investigated, including staff member's names, dates and times when you are describing an event. You also need to state what outcome you are seeking and provide contact details. Complaints should be lodged within three months of the event concerned.

To whom should I complain?

The IHC Support Agency aims to resolve matters at a local level. Your complaint should be made in the first instance to the staff member concerned. Staff are responsible for doing all they can to rectify a situation.

If the complaint/issue is not easily resolvable you may refer it to the manager, Rose Todd who is responsible to ensure the formal complaint process is initiated and followed through.