



## AMCS COMPLAINTS and FEEDBACK PROCEDURE

AMCS will ensure that each client and/or their representative has access to transparent, fair and equitable procedures for dealing with complaints and disputes. Each complaint will be dealt with fairly, promptly, confidentially and without fear of retribution.

If you have a concern or complaint concerning us, the services we provide or our handling of personal information, you should promptly contact your Program Coordinator or any other member of staff. Complaints can be provided verbally or in writing.

Your complaint will be handled fairly and promptly in accordance with our complaints procedure, which is as follows:

- We will review and investigate all complaints, whether made verbally or in writing. Where necessary, this may involve discussing the complaint with the complainant and any other individuals involved.
- We will review our policies, practices, and procedures in light of the complaint, where appropriate
- We will respond to all complaints within a reasonable time frame, having regard to the nature of the complaint

### Making a complaint

Complaints can be submitted in the following ways:

- **In Writing:** By completing a Complaints Form available at all AMCS offices.
- **Verbally:** To any AMCS staff member, who will assist in recording the complaint accurately.
- **Anonymously:** Using the secure Complaints/Feedback boxes located at AMCS sites.
- **Via Mail or Email:** Directly to the relevant AMCS employee or departmental manager.

Complainants are encouraged to submit their complaints in writing to ensure the clarity and accuracy of the information provided

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#### Melbourne

Millennium House  
296 Nicholson St, Seddon VIC 3011  
T (03) 9689 9170 F (03) 9687 7446  
info@amcservices.org.au

#### Geelong

T (03) 5241 2446  
geelongoffice@amcservices.org.au

#### www.amcservices.org.au

ACN 65 7 306 431  
ABN 69 022 519 263



Complainants have the right to involve an advocate or support person of their choice. Support is available through aged care advocacy services (contact details provided below).

**Older Persons Advocacy Network** - Tel: 1800 700 600

**Aged Care Complaints Commissioner** - 1800 951 822

AMCS supports the role of independent advocacy services and will assist in contacting them upon request.

### **External Complaints Bodies**

If a complainant is not satisfied with the outcome or process, you may escalate their complaint to the Aged Care Quality and Safety Commission

You can call them on:

- 1800 951 822 for general complaints
- 1800 844 044 for food, nutrition and dining-related complaints

You can write a letter to them at:

Aged Care Quality and Safety Commission GPO Box 9819, Melbourne