

Making a Complaint

The Lifetime Support Authority (LSA) is committed to providing a high quality service. This includes being open to receiving complaints. You can make a complaint if you are not satisfied with the LSA or a service or product that is paid for by the LSA. Complaints can be made by you or someone acting on your behalf.

How do I make a complaint?

To make a complaint you should first contact your Service Planner.

If you don't feel comfortable doing this, or if you've tried this and are not satisfied with the result, you can contact the LSA's Review Officer:

- Phone: 1300 880 849 (cost of a local call)
- Email: lifetime.support@sa.gov.au
- Facebook: Personal Message the LSA page
- Mail: Review Officer
Lifetime Support Authority
PO Box 1218, ADELAIDE SA 5000

You'll need to provide as much information as possible including:

- your name and contact details
- how you would like to be contacted
- details of what your complaint is about.

Can I get help making the complaint?

Yes. You may be able to get an advocate to help you with your complaint. For information on advocates, see *Information Sheet P16: Advocacy* or the LSA's website, www.lifetimesupport.sa.gov.au

How is the complaint investigated?

Your Service Planner or a staff member at the LSA will contact you to discuss your complaint. If necessary, your complaint will be considered by the Review Officer. The LSA will keep you informed of progress.

What happens next?

The LSA will inform you in writing about the outcome of the complaint and any actions taken.

What happens to the information I provide?

Your details are confidential and will only be given to those at the LSA directly involved with your complaint. The LSA will obtain your permission before sharing your information with any other parties. Feedback received will be used by the LSA to improve the quality of its service.

What if I am not satisfied with the result?

If you feel your complaint was not adequately or fairly dealt with, you may ask for a review. To do this, please write to the LSA's Chief Executive.

If you are still unhappy with the resolution of your complaint, you may refer it to the SA Ombudsman by toll-free call on 1800 182 150 or (08) 8226 8699 or online at www.ombudsman.sa.gov.au.

For more information contact the Lifetime Support Authority