

The Lifetime Support Authority (LSA) is committed to managing and responding to all complaints in relation to the Lifetime Support Scheme (LSS) and the LSA in a fair, effective, consistent and accountable manner.

Complaint

An expression of concern, dissatisfaction or frustration with the quality, or delivery of, services, policies, procedures or conduct of the LSA or contracted service providers where a response or resolution is explicitly or implicitly expected or legally required.

This guideline is relevant to service providers funded by the LSA to support the effective management of complaints involving LSS participants.

It sets out the expectations of the LSA for service providers in relation to managing complaints and does not replace your individual agency feedback and complaints policies and procedures.

Guidelines

Receiving complaints

LSS participants may make a complaint if they are not satisfied with a service or product funded by the LSA.

Complaints may be made by the participant or someone acting on their behalf, or another service provider, and may be made verbally, in writing, online or through social media platforms, such as Facebook.

Reporting complaints to the LSA

You must inform the LSA within *one business day* or as soon as practical if a complaint have been received relating to services provided to LSS participants. This includes complaints that you have been able to resolve.

All complaints must be summarised and emailed to LSAFeedback@sa.gov.au.

After an initial review by the LSA Quality and Safety Team further information relating to the complaint may be requested from you.

Depending on the type of complaint, there may also be additional reporting requirements, such as to the South Australia Police, Child Abuse Report Line (CARL), or the Australian Health Practitioner Regulation Agency (AHPRA).

Requesting additional information

The LSA may request further information to assist with the review of the complaint.

This information may include, but is not limited to:

- internal incident reports
- case notes
- medical or treatment forms
- rosters
- complaint response letters

Resolving complaints

It is expected that service providers receiving complaints will make every effort to resolve the complaints by following internal complaints and feedback management processes. The actions and outcomes of these processes will need to be provided to the LSA Quality and Safety Team via email to LSAFeedback@sa.gov.au .

For complaints received by the LSA regarding service providers, the LSA Quality and Safety Team will respond in writing to the participant, and advise the service provider of any required actions.

Closing complaints

To close a complaint, you will need to provide the LSA with an update of actions taken and the outcome.

If there are no further actions required by the LSA, the Quality and Safety Team will record the complaint as closed and provide written acknowledgement of the closure to all relevant parties.

For more information, contact us

Please contact us by phone on 1300 880 849 by email LSAFeedback@sa.gov.au