

Complaints and Feedback

Your feedback matters to us, whether it is a compliment, a suggestion, or a concern. We take every complaint seriously, respond fairly, and keep you informed from start to finish.

You get in touch

Contact us in whichever way works best for you.

- Phone: 1300 972 920
- Email: feedback@acna.org.au
- Online: www.acna.org.au/contact-us

You can make a complaint anonymously. Please note this may limit our ability to investigate fully or get back to you with an outcome.

If you need support, we can connect you with a free, independent advocacy service.

We investigate

We acknowledge your complaint within 2 business days and discuss the details with you.

We investigate and keep you updated throughout.

For complex matters, we let you know if we need more time.

We assign you a contact person throughout the process, so you always know who to speak to.

We resolve

We aim to resolve your complaint within 10 business days and share our findings with you.

If you are not satisfied, you can ask for escalation to a Responsible Manager, who will respond to you within 3 business days.

If the Responsible Manager cannot reach a satisfactory resolution, your complaint goes to our Executive team for further consideration and review.

Your rights as a client

Under the Aged Care Act 2024, you have the right to raise concerns, be treated with dignity and respect, and access independent advocacy at any time, without fear of it affecting your care.

Making a complaint will never affect the quality of care or service you receive from us. There is no cost to make, withdraw, or manage a complaint.

Read the full Statement of Rights at www.agedcarequality.gov.au

Further support

If you would like further support, you can contact the Aged Care Quality and Safety Commission at any time. This is a free, independent service available to all aged care clients.

- Phone: 1800 951 822
www.agedcarequality.gov.au