

SCOPE: National

Your feedback is valuable to us. It helps us to improve our service. When you contact us, we will listen to you and ask you questions about your concerns to help us understand the issue and your expectations.

Lodging Your Complaint

- Complaints can be lodged by phone, in writing or online:
Phone: 1300 972 920 and one of our team members will take your details
Website: <https://www.acna.org.au/contact-us/> and complete the contact form
Email: enquiries@acna.org.au
- If required, we can provide you with contact details of advocacy agencies to assist you with the complaint process.
- Complaints can be made anonymously. Please be aware that this will reduce our ability to complete a thorough investigation and to provide you with feedback.

Progress

- The department Team leader will contact you within 24hrs or next working day, to formally acknowledge and discuss the specifics of your complaint.
- Your complaint will then be investigated within 10 working days. For complex matters, additional time may be required, and complainants will be advised if this is necessary.
- During the investigation and resolution process, you will be provided with a contact person to speak to and you will be kept updated as to the progress of your complaint.

Resolution

- We will consider all information provided to us and advise you of an outcome within 28 working days (Unless more information is required in the investigation).
- If you are not satisfied with the resolution, you may request your complaint be escalated to the Responsible Manager. The Manager will respond to you within 5 working days.
- If the responsible Manager is unable to resolve your complaint in a way that you are satisfied they will further escalate your response to the Executive team for further consideration and review.