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Feedback & Complaints (Consumers)

Aged Care Policy



OUR COMMITMENT

At Kogarah Community Services (KCS), we value your feedback and complaints. They help us improve the quality of our care and services. You have the right to speak up at any time without fear and to be treated fairly and respectfully.

GIVING FEEDBACK

- Positive or negative feedback is always welcome.
- You can tell us directly, fill out a KCSF036 Feedback or Complaints form on our website, or contact us by phone or email.
- We thank you for your input and use it to make services better.

MAKING A COMPLAINT

You can make a complaint if you are unhappy with any part of our service.

How you can complain:

- Ask your Coordinator/Care Partner to record your complaint
- Talk to a staff member in person at 49 English Street, Kogarah, NSW 2217
- Call the KCS office on 9553 6505 and speak with a member of our aged care team

Send an email to complaints@kcs.org.au

- Submit a complaint via our [KCSF036 Feedback or Complaints](#) form on our website.

WHAT CAN YOU EXPECT?

- **Acknowledgement** – We will let you know we received your complaint quickly.
- **Respect & fairness** – Your complaint will be handled confidentially and without blame.
- **Investigation** – We will look into the issue carefully and keep you updated.
- **Outcome** – We will explain the result and any actions we take.
- **Follow-up** – We will check that you are satisfied and use your feedback to improve our services.

You will always be treated with respect and supported in continuing to use our services.

ADVOCATES & SUPPORT

- You may choose a family member, friend, or independent service (advocate) to speak on your behalf
- We can help you contact advocacy services if you wish
- Information is available in the welcome pack that you received from KCS when you first joined our service.
- We respect cultural and language differences and can provide interpreters and translated materials on request.

Helpful contacts include:

- Aged Care Quality & Safety Commission: 1800 951 822
- Older Persons Advocacy Network (OPAN): 1800 700 600
- Seniors Rights Service: 1800 424 079
- Carers NSW: 1800 422 737

EXTERNAL COMPLAINTS

You may also take your complaint to an external agency, such as the Aged Care Quality & Safety Commission or the NSW Ombudsman, at any time, with or without our help.

SUMMARY

- Your voice matters.
- Feedback and complaints help us improve.
- You are supported and protected when you speak up.
- Advocates and external agencies are available to help.

RECORD OF REVISIONS

File Reference		ACP606 Feedback & Complaints (Consumers)					
Date Created		11/9/25	Created By	Oonagh McGuire	Responsible	GCM	
Version Number	Modified or Reviewed by	Modifications Made/Notes				Date	STATUS (Internal, External, Archived)
V1	OMG	Consumer-focused Feedback & Complaints Policy				11/9/25	DRAFT
V2	ICC	Finalised				29/10/2025	LIVE