**Internal Complaints Process**

If a client or their family member wishes to complain about any aspect of their service they should initially approach the Community Services Officer. If the matter is unable to be resolved, or a client would prefer not to discuss the problem with the worker a complaint can be provided by completing a complaints and feedback form. The Community Services Coordinator will aim to respond to all complaints within 48 hours of receiving the complaint, usually by telephone or in person.

**Aged Care and Disability Coordinator**

If the matter is still unresolved at this level, it can be raised with RGRC Aged and Disability Manager.

**Aged Care and Disability Manager: 0459442100**

If the matter is still unresolved, it can be raised with RGRC General Manager Community Services and Engagement

**General Manager Community Services and Engagement:** Tel:0400947635

If RGRC does not resolve your issue effectively, or if you wish to discuss your concerns with an independent organization, please contact:

**Aged Care Quality and Safety Commission**

Australian Government Tel: 1800 951 822

**Aged Care Advocacy**

Darwin Community Legal Service Tel: 1800 812 953

National Aged Care Advocacy Tel: 1800 700 600

**For Disability Services:**

**NDIS Quality and Safeguards Commission**

Tel: 1800 035 544

Or complete a Complaint Contact Form on the Commission website :

https://www.ndiscommission.gov.au

**Advocacy Services can:**

Provide you with information and advice about your rights and responsibilities

Establishing or reviewing your Agreement and Care Plan

Negotiating the fees the consumer may be asked to pay

Support you to be involved in decisions affecting your life

Assist you to resolve concerns or complaints in relation to aged care services

Promote the rights of older people to the wider community.