




The Health and Community Services Complaints Commissioner can help you with your complaint about health and community services in South Australia.

## Contact


 **Call**  
(08) 8226 8666 OR  
1800 232 007 (Country SA Landline)

 **Teletypewriter (TTY)**  
133 677 OR  
1800 555 677 (Country SA Landline)

 **Email**  
[info@hcscs.sa.gov.au](mailto:info@hcscs.sa.gov.au)

 **Write**  
PO Box 199, Rundle Mall SA 5000

 **Website**  
[hcscs.sa.gov.au](http://hcscs.sa.gov.au)

 **Visit**  
L4 East Wing, 50 Grenfell Street  
Adelaide SA 5000

 **Opening Hours**  
Monday-Friday: 9am to 5pm  
Saturday / Sunday: Closed

## Need to talk? Speak up!



Artwork © Heather Shearer

If you have a complaint about a health or community service, we're here to help you.

We act independently, impartially, in the public interest and free of charge.

## About the HCSCC

We support your rights as a health and community service user.

**We are independent and impartial.**

**We are not on anyone's side.**

We deal with complaints about South Australian health and community services

- Government, non-government or private service providers
- Aboriginal or non-Aboriginal services.

**Our services are free and strictly confidential.**

The HCSCC deals with complaints about South Australian health and community services such as:

### Health services

Hospitals

Doctors and nurses

Community health

Alternative health

### Community services

Disability services

Personal support in home

Advocacy or community

Please ask us if you're not sure whether a service is covered by the HCSCC. We cannot deal with complaints about housing, food problems or court decisions.

## How the HCSCC can help with your complaint

### We will listen to you

- We can give you information and talk about options
- We can help you get answers about your complaint from the service provider
- We can decide to investigate your complaint.

## How will speaking up change things?

### You'll be heard

- You can find out what happened
- You can change how you're treated in the future
- Your complaint can make a difference for you and others.