

# Aged Care complaints oversight

January 2024

The Office of the Inspector-General of Aged Care (the Office) monitors the complaints management framework (the way complaints are managed) of the aged care system.

This means we will look at the way aged care complaints are handled by the various Commonwealth Government bodies responsible for them. This includes the Department of Health and Aged Care, the Aged Care Quality and Safety Commission (Commission), and other government bodies and services funded by the department, such as My Aged Care.

We will look at their processes to ensure they have a robust system of managing complaints. We may then provide recommendations in our reports to Parliament to improve their complaints process.

## Can I make a complaint about Aged Care to the Inspector-General?

No, the Inspector-General is not able to investigate or resolve individual complaints relating to aged care, nor it is an escalation point for a complaint already made to a body.

This is so we don't duplicate the work of the Aged Care Complaints Commissioner and other agencies or services who have responsibility for complaints management.

Complaints regarding aged care will need to be taken to the agency or body that is the subject of the complaint, or the Commission, and may be escalated to the Aged Care Complaints Commissioner, or the Commonwealth Ombudsman.

## How can I provide information to the Inspector-General?

On undertaking a review into a particular body's complaints framework or processes, we may ask you to share your experience of making a complaint through a submission. Information on any open submission processes can be found on our [Get involved](#) page.

As part of our ongoing monitoring role, we will also gather intelligence and record matters raised with us to inform our work program. Any concerns you raise with us will be noted and may be used to inform a future review.

## How can I make a complaint?

Find out how to make a complaint about aged care on the [My Aged Care](#) website.

If you need support, please contact the [Older Persons Advocacy Network](#).

## Contact

For any enquiries relating to the Office of the Inspector-General of Aged Care:

Website: [igac.gov.au](http://igac.gov.au) | Email: [contact@igac.gov.au](mailto:contact@igac.gov.au)