

1

Complaints can be submitted in writing, through the iLA website, by email, phone, or post. You can also lodge a complaint with the **Client Liaison Officer (CSO), Assessor, or Team Leader**.

2

We'll acknowledge your complaint and work to resolve it as quickly as possible. We'll make sure you understand your rights and responsibilities and confirm the complaint details.

If we can't resolve it immediately, we'll escalate it for investigation and follow-up. Where possible, we'll provide a timeframe for resolution.

3

We will follow our internal procedures to investigate and take action to resolve your complaint. You're welcome to involve an **advocate or supporter** to communicate with iLA.

We'll help you access any communication services you need, such as a **translator or interpreter**. We'll keep you updated on the progress of your complaint.

4

Once we've reviewed your complaint and reached an outcome, we'll let you know.

5

#### **Further support**

If you're not satisfied with the resolution, you can escalate your complaint to external body **My Aged Care**.