



Government
of South Australia

Complaints, Compliments and Feedback Information Sheet

Lodging a complaint, compliment or request for a review of a decision to the Office of the Public Advocate (OPA)

The OPA is committed to providing high quality service to all clients and stakeholders. Your feedback is valuable to so sharing with us helps us to resolve issues effectively and improve our service delivery. We also welcome positive feedback if you have received great service.

Your Rights

The OPA supports your right to:

- request reasons for any decision affecting you or someone you represent
- receive clear and current information about the services and supports provided
- be informed of the avenues available to resolve complaints
- have your concerns heard without fear of retribution
- have a friend or advocate support you in your contact with the OPA
- pursue further action if you are unhappy with the resolution.

What you should do first

As the first step we recommend discussing your concern with an OPA staff member by calling us on 1800 066 969. This way you might resolve the issue together and quickly. You can also tell our staff if you are happy with our service.

What if you are still unhappy

If you are not satisfied after speaking with the staff member, consider making a formal complaint to request reasons for a guardianship decision or the outcome of a dispute resolution service. It is best to address your written complaint to the Public Advocate.

Contact details:

The Public Advocate
GPO Box 464
ADELAIDE SA 5001
Email: OPAMailbox@sa.gov.au

What information do we need from you?

To help us to respond to your concerns please state clearly:

- your name, address, phone number and email address
- whether you are a client of the OPA
- your relationship with the person who is the client of OPA
- what the concern/ complaint is about
- details of the decision of action you are concerned about
- what you would like as an outcome
- any other relevant information you believe the Public Advocate does not have or has not fully considered.

What happens after your concerns have been raised?

Within five business days you will receive written acknowledgement of your request for a review. We will investigate and provide a written response within 21 business days.

Where else to go

If you are still not satisfied, you can contact the South Australian Ombudsman. The Ombudsman's office investigates complaints about State Government and Local Government agencies.

Contact details are:
Ombudsman SA
Karna Country
PO Box 3651, Rundle Mall SA 5000
Tel (08) 7322 7020
Toll Free 1800 182 150 (outside metro SA only)

Decisions that cannot be reviewed by the Public Advocate

To review the appointment or authority given to the Public Advocate, direct your request to the South Australian Civil and Administrative Tribunal (SACAT). You can apply for a review of the Tribunal's decision. Internal reviews are conducted before the President, Deputy President or other senior Tribunal members and may also involve health or other people to help SACAT reach a decision.

Contact details are:
South Australian Civil and Administrative Tribunal (SACAT)
Level 4, 100 Pirie Street Adelaide SA 5000
Tel: 1800 723 767
Email: sacat@sacat.sa.gov.au

Our telephone information service can provide advice and information on how to request a review.