



# OFFICE OF THE PUBLIC ADVOCATE COMPLAINT POLICY

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## LOGGING A COMPLAINT OR A REQUEST FOR A REVIEW OF A DECISION TO THE OFFICE OF THE PUBLIC ADVOCATE

The Office of the Public Advocate (OPA) aims to provide the best possible service to clients and other people who engage with us.

From time to time you may have concerns arising from your dealings with the OPA. Your views are important to make sure that we keep reviewing and improving our service. Raising your concerns is the first step toward being able to resolve any issues that you have with the OPA.

## YOUR RIGHTS

OPA supports and promotes your right to:

- request reasons for any decision made by OPA staff which affects you or someone you represent;
- be provided with clear and up-to-date information on the nature of services and support that were provided to you by the OPA;
- be told what avenues are open to you to resolve any complaint you might have;
- have your concerns heard in confidence and without fear of retribution;
- have a friend or advocate support you in your contact with the OPA; and
- pursue your concerns further if you are unhappy with the resolution

## WHAT SHOULD YOU DO FIRST?

If you have regular contact with an OPA staff member (about guardianship, a dispute resolution matter or any other matter) we suggest raising your concerns with that person first. In talking about the issue together you may be able to resolve your concerns in this way.

## WHAT IF YOU ARE STILL UNHAPPY?

If you are not satisfied with the outcome after speaking with the staff member, you may wish to make a formal complaint or request reasons for a guardianship decision or the outcome of a dispute resolution service. If you can, it is good to put your complaint in writing, so that it is recorded in your own words. Please address your written complaint to the Public Advocate.

Contact details:

The Public Advocate  
GPO Box 464  
ADELAIDE SA 5001

Email: [opa@agd.sa.gov.au](mailto:opa@agd.sa.gov.au)

## Office of the Public Advocate

The Public Advocate is an independent statutory officer accountable to the South Australian Parliament

GPO Box 464  
ADELAIDE SA 5001

Tel (08) 8342 8200  
Toll Free 1800 066 969  
Fax (08) 8342 8250

Email [opa@agd.sa.gov.au](mailto:opa@agd.sa.gov.au)  
Web [www.opa.sa.gov.au](http://www.opa.sa.gov.au)

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## 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 to the person who is the client of OPA;
- what the concern or complaint is about;
- details of the decision or action you are concerned about;
- what you would like as an outcome;
- any other information you believe the Public Advocate does not have or has not fully considered.

## WHAT HAPPENS AFTER CONCERNS HAVE BEEN RAISED?

Within five business days you will receive written acknowledgement of receipt of either your complaint, or your request for a review of a decision made. We will investigate the concerns raised and provide you with a written response within 21 business days of receipt of the complaint or request for review of a decision.

## WHERE ELSE TO GO

If you are not satisfied with the response to a formal complaint against the Office of the Public Advocate, you may contact the South Australian Ombudsman. The Ombudsman's Office investigates complaints about State Government and Local Government agencies.

Contact details are:

Ombudsman SA  
PO Box 3651, Rundle Mall SA 5000  
Tel (08) 8226 8699  
Toll Free 1800 182 150 (outside metro SA only)  
Fax (08) 8226 8602

## DECISIONS THAT CANNOT BE REVIEWED BY THE PUBLIC ADVOCATE

A request to review the appointment of the Public Advocate as guardian or the authority given to the Public Advocate under an order should be directed to the South Australian Civil and Administrative Tribunal (the Tribunal). You can apply for a review of the Tribunal's decision. The review will be undertaken by senior member/s of the Tribunal who were not involved in the original decision. Our telephone information service can provide advice and information on how to request a review.

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