



OFFICE OF THE PUBLIC ADVOCATE FEEDBACK POLICY

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QUESTIONS, CONCERNS OR COMPLAINTS ABOUT THE OFFICE OF THE PUBLIC ADVOCATE

The Office of the Public Advocate (OPA) aims to provide the best possible service to clients and service users.

From time to time you may have concerns arising from your dealings with this office. Your feedback is important in improving our service and raising your concerns is the first step in having them addressed.

YOUR RIGHTS

OPA supports and promotes your right to:

- request reasons for any decision made by guardians when they are exercising their powers;
- be informed about and provided with clear, up to date documentation on the nature of services and support that can be provided by the office;
- 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 office;
- pursue your concerns further if you are unhappy with the resolution; and
- seek advice from the office on alternative avenues of redress.

YOUR RESPONSIBILITIES

We are keen to improve our service and therefore would appreciate it if you would:

- be clear and concise about what it is you want considered or changed.
- ask for further information if needed;
- ask for an interpreter or organise a support person if required to assist in your contact with the office; and
- not knowingly make false or misleading allegations.

WHAT SHOULD YOU DO FIRST?

If you have regular contact with an OPA Dispute Resolution Service (DRS) Practitioner, guardian or other staff member, we suggest raising your concerns with that person first. In talking about the issue together you may be able to resolve it and achieve a better outcome for the person.

Office of the Public Advocate

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

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WHAT IF YOU ARE STILL UNHAPPY?

If you are not satisfied with the outcome after speaking with the staff member, you may wish to speak with their supervisor. The supervisor may be able to provide a different perspective or solution to the issue at hand. If you feel that the issues is still not resolved, you may wish to take the matter further.

If you wish to make a formal complaint, or request reasons for a guardianship decision or the outcome of a dispute resolution service, please put your request in writing, addressed to the Public Advocate.

WHAT INFORMATION DO WE NEED FROM YOU?

It will help us to respond to your concerns please state clearly:

- 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 seven business days you will receive written notification to acknowledge receipt of your feedback. We will investigate the concerns raised and provide you with a written response within 21 business days. If we are unable to respond in this time frame, you will be contacted and advised of the progress of the matter.

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.

⇒ [See Information Sheet 18: Reviews and Appeals](#)

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