

Public Advocate A.C.T

Feedback & Complaints

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The commitment of the Public Advocate of the ACT (PA ACT) is to assist you to deal with your complaint and to take steps, as far as is possible, to have it resolved promptly and satisfactorily.

Procedure

You may make your complaint orally to an officer of your choice, or you may make your complaint in writing. You will be contacted within 24 hours by an officer senior to the person about whom you are complaining who, will take the details of your complaint and commence investigations of your concerns. We undertake to provide you with at least an interim response within a week. You will be provided with the opportunity to meet with the reviewing officer to discuss the outcome.

If you are not satisfied with the outcome of the review, you may make a complaint to the -

- ACT Attorney-General; or
- ACT Ombudsman (in respect to administrative matters only); or
- ACT Human Rights Commission (in respect to health services, services for persons with disability, services for older people and services for children and young people).

Complaints about decisions the Public Advocate of the ACT has made, as guardian should be referred to the ACT Civil & Administrative Tribunal. We are happy to assist you with this.

If you wish to complain about the Public Advocate of the ACT, your complaint will be referred to an external officer for investigation.

The PA ACT is open 9:00am-1:00pm, and 2:00pm-4:30pm Monday to Thursday and 9:00am-1:00pm, and 2:00pm-4:00pm Friday, excluding public holidays. Messages can be left when the PA ACT's office is closed.