

## How to Make a Complaint?

We encourage you to raise your complaint directly with the staff member concerned or a Manager/Clinical Services Lead.

If your complaint is not resolved to your satisfaction you may complete a Service Improvement Request form. This is available by contacting FocusOne Health on 08 8582 3823, or you may ask a staff member to complete on your behalf.

## What Happens After You Have Made a Complaint?

An Investigations Officer will be appointed to manage your complaint.

FocusOne Health will contact you within 7 working days of receiving the complaint. In most cases the complaint resolution process will be completed within a further 14 days.

Throughout the complaint resolution process you may be accompanied by a support person.

Following finalisation of the Complaint Resolution process you can be provided feedback if you so wish.

You may appeal against the decision in accordance with FocusOne Health's Complaint Resolution Procedure.

## If You Feel Your Feedback or Concern Has Not Been Resolved:

If you are not satisfied with the way your complaint has been handled you may contact the Commonwealth Ombudsman on 1300 362 072.

For more information about making a complaint, visit the Health and Community Services Complaints Commissioner South Australia website: [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au).

## FocusOne Health Office Hours:

FocusOne Health Riverland & Limestone Coast Office Hours:  
Monday - Friday: 9:00am - 5:00pm

## headspace Berri Office Hours:

Monday, Wednesday, Friday: 9:00am - 5:00pm  
Tuesday, Thursday: 9:00am - 7:00pm

## If You Need Assistance After Hours Please Contact:

FocusOne Health is not a crisis or emergency service.

- If you are in need of immediate care or in an emergency situation phone 000.
- [Lifeline 13 11 14](#) - providing 24/7 support to anyone in Australia who is feeling overwhelmed, having difficulty coping or thinking about suicide.
- [Head to Health 1800 595 212](#) - free mental health advice and support from 8:30am - 5pm weekdays (except public holidays).
- [Beyond Blue 1300 22 4636](#) - 24/7 mental health support for people who are concerned about anxiety, depression or suicide.
- [Suicide Call Back Service 1300 659 467](#) - 24/7 phone and online counselling for people at risk of suicide, concerned about someone at risk, and bereaved by suicide.
- [Mental Health Triage Service 13 14 65](#) - 24/7 state-specific crisis support services.
- [13YARN 13 92 76](#) - crisis support line for mob who are feeling overwhelmed or having difficulty coping, 24/7 confidential one-on-one with an Aboriginal or Torres Strait Islander Crisis Supporter.
- [QLife 1800 184 527](#) - LGBTIQ+ peer support and referral for people in Australia wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships, 3pm - 12am.
- [Kids Helpline 1800 55 1800](#) - 24/7 support service for children and young people aged 5 to 25 years.