

AFTER YOU SUBMIT A COMPLAINT

What to Expect



1

Your Complaint Is Received

What usually happens

- You receive confirmation that your complaint has been received
- This may be by email, letter, or phone

Good to know

- This does not mean a decision has been made
- It is simply confirmation your complaint is in the system



2

Your Complaint Is Reviewed

What may happen

- Someone looks at what your complaint is about
- You may be contacted for:

- clarification
- more information
- The service or practitioner may be asked to respond

Good to know

- Being asked questions does not mean your complaint is doubted



3

Waiting for a Response

What this can feel like

- Waiting can be frustrating or stressful

Timeframes can vary

Good to know

- Waiting is common
- Delays are about process, not whether your complaint matters

Helpful Reminders



- You can ask questions at any stage
- You can change your mind
- You can decide how involved you want to be
- Asking for support is part of self-advocacy



4

An Outcome or Update

Possible outcomes

- An explanation
- An apology
- Changes to practice or process
- The issue being formally recorded
- Sometimes, no further action

Important reminder

- The outcome does not invalidate your experience



Looking After Yourself During the Process

Making a complaint can bring up emotions.

It's okay to:

- take breaks
- stop the process
- ask for support
- decide not to continue

Support Options

You don't have to manage this alone.



Support may include:

- Advocacy services (to help you understand options or communicate)
- A trusted person (friend, family member, carer)
- Peer support
- Talking to your GP or mental health worker if things feel overwhelming