

**Your complaint will be listened to  
and the following  
actions will take place:**

- Register your complaint with the SETAC Program Manager.
- A visit with you will be undertaken to discuss possible solutions.
- If you are dissatisfied with the outcome, SETAC will offer Advocacy assistance.
- The Client's relatives will be invited to participate in resolving complaints or disputes.
- All concerns raised will be listened to and explored.
- Provisions of feedback to the complainant will be made available.

SETAC Primary Health Care & Well-being Centre

7393 Channel Hwy, Cygnet TAS 7112

Phone: (03) 6295 1125 Fax: (03) 6295 0752 Website: [www.setac.org.au](http://www.setac.org.au)



SETAC promotes high quality services to meet the needs of our entire clientele.

Your feedback or concerns are needed to achieve high quality services.

**ARE YOU DISSATISFIED WITH THE  
SERVICE YOU ARE RECEIVING ?**

Who can I complain to?

How do I make a complaint?

How do I get assistance in making a complaint?

**SETAC BELIEVE IN RESOLVING  
COMPLAINTS FAIRLY AND PROMPTLY**

SETAC Primary Health Care & Well-being Centre

7393 Channel Hwy, Cygnet TAS 7112

Phone: (03) 6295 1125 Fax: (03) 6295 0752 Website: [www.setac.org.au](http://www.setac.org.au)



**COMPLAINTS  
MANAGEMENT  
PROTOCOL**

Making complaints can be very hard and uncomfortable.

SETAC has a commitment to resolving complaints and problems with service provision.

SETAC needs feedback to maintain high service quality standards.

SETAC need to know what is working well, where problems may exist, and what we can do to resolve them.

SETAC Primary Health Care & Well-being Centre

7393 Channel Hwy, Cygnet TAS 7112

Phone: (03) 6295 1125 Fax: (03) 6295 0752 Website: [www.setac.org.au](http://www.setac.org.au)



People respond to change in different ways. Some welcome it, and others feel threatened.

SETAC believes in helping people remain in their own home environment for as long as possible.

If you are dissatisfied with any SETAC service then you have a right to complain.

SETAC recognises the need for catering to the spiritual, emotional, and family needs of all Aboriginal and Torres Strait Islander clients.

SETAC promotes flexibility in service provision to meet the needs of all individual clients.

### **Complaints are a normal part of life.**

SETAC staff are able to build on their strengths by knowing what works well, and then making changes to reduce or overcome problems.

SETAC understands the changing needs of clients with ongoing reviews, monitoring, and assessment.

### **COMPLAINTS CONTACTS:**

**South East Tasmanian Aboriginal Corporation  
(SETAC)**

Ph: 6295 0004

**Health Complaints Commissioner Tasmania**

Ph: 1800 001 170

**Advocacy Tasmania Inc.**

Ph: 6224 2240

**Aged Care Complaints Resolution**

Ph: 1800 550 552

**When you have a complaint, do not feel embarrassed or uncomfortable to contact the SETAC office. No problem is too much trouble.**

- There will be no retaliation or reprisals.
- Confidentiality and respect is assured.
- Recording and filing of all complaints will be totally confidential.
- You will be encouraged to discuss all your needs and concerns.

**Everyone's interests and rights will be protected.**

### **SETAC CONTACTS:**

**Acting Chief Operations Officer** *Brad Strong*

**Team Leader** *Debbie Cowen*

**SETAC Primary Health Care & Well-being Centre**

7393 Channel Hwy, Cygnet TAS 7112

Phone: (03) 6295 1125 Fax: (03) 6295 0752 Website: [www.setac.org.au](http://www.setac.org.au)



**SETAC Primary Health Care & Well-being Centre**

7393 Channel Hwy, Cygnet TAS 7112

Phone: (03) 6295 1125 Fax: (03) 6295 0752 Website: [www.setac.org.au](http://www.setac.org.au)



**SETAC Primary Health Care & Well-being Centre**

7393 Channel Hwy, Cygnet TAS 7112

Phone: (03) 6295 1125 Fax: (03) 6295 0752 Website: [www.setac.org.au](http://www.setac.org.au)

