

If you have a complaint and you wish to take further action please ask staff for relevant documents or talk to any of the following persons:

### Internal

- A senior staff member
- A Registered Nurse
- Any member of the Management Team
- The Pinaroo Board

### External

- The Aged Care Quality and Safety Commission (1800 951 822)

All comments and complaints will be treated with the utmost confidentiality and without fear of retribution.

## Compliments & Complaints

We at Pinaroo welcome any comment or complaint.



Pinaroo is committed to providing opportunities for residents, visitors, family & staff members to resolve every dispute or grievance.

