

How to make a complaint

In the first instance, if you are comfortable doing so, raise the complaint with the person in the organisation with whom you have been working with. For PESP members that will generally be the PESP Team Leader and for HAS consumers it is likely to be a HAS Advocate. If the issue is then resolved to your satisfaction, the process can finish (as is the case at any subsequent stage).

If you're not comfortable raising your complaint with the person with whom you have been working with, or you don't think this is the appropriate person with whom to be discussing the complaint with (e.g. the complaint is about the conduct of the PESP Team Leader or HAS Advocate) or, the complaint is unable to be resolved, then the complaint can be raised with the [Manager, Consumer Programs](#).

If you don't feel comfortable talking to the Manager Consumer Programs or, the complaint is unable to be resolved or, you don't think they are the appropriate person with whom to be discussing the complaint with, a complaint may be made to the Chief Executive Officer (CEO) of CHP. If the complaint is about the CEO, the complaint can be made to the [Chair of the CHP Board](#).

If the complaint is unable to be resolved through this process, the person making the complaint will be provided with information of external bodies that may be able to assist the progress of the complaint.

At all times the complaint process is to remain confidential to the parties involved in order to ensure fairness.

If you are not clear about the process of making a complaint or would like to clarify something, you can speak to HAS advocate, PESP team leader or Manager Consumer Programs at any time.