**2018/02221 Documents - out**

**Action Details**
- **Case Number:** 2018/02221
- **Assigned By:** [Redacted]
- **Assigned Date:** 23-Oct-2018 12:16 PM
- **Assigned To:** [Redacted]
- **Location:** Unknown
- **Status:** Closed

**Comments**
Posted letter to complainant asking for a contact number or a call back.

**Due Dates**
- **Reminder Date:** 26-Oct-2018 12:16 PM
- **Due Date:** 30-Oct-2018 12:16 PM

**Closure**
- **Completed By:** [Redacted]
- **Completed Date:** 23-Oct-2018 12:17 PM
- **Outcome:**
### Action Details

<table>
<thead>
<tr>
<th>Case Number</th>
<th>2018/02221</th>
<th>Assigned By:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned Date</td>
<td>01-Nov-2018 9:50 AM</td>
<td>Time Spent:</td>
</tr>
<tr>
<td>Assigned To</td>
<td>Unknown</td>
<td>4</td>
</tr>
<tr>
<td>Location</td>
<td>Unknown</td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td>Closed</td>
<td></td>
</tr>
</tbody>
</table>

### Comments

The complainant advised her two contact numbers [redacted] and [redacted]. Advised the complainant the Aged Care Commissioner's number 1800 550 552 as the complainant stated the complaint is about the agreement she had with the aged care. Explained what type of complaints we take. The complainant requested us to send her our brochures and information. Posted to her "My Health Records. My Rights.", "Making a Complaint", and the Annual Report 2018.

### Due Dates

<table>
<thead>
<tr>
<th>Reminder Date</th>
<th>02-Nov-2018 9:50 AM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Due Date</td>
<td>02-Nov-2018 9:50 AM</td>
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### Closure

<table>
<thead>
<tr>
<th>Completed By:</th>
<th>[Action Owner]</th>
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<tbody>
<tr>
<td>Completed Date</td>
<td>01-Nov-2018 9:54 AM</td>
</tr>
<tr>
<td>Outcome</td>
<td></td>
</tr>
</tbody>
</table>
23 October 2018

Our ref: 2018/02221

PRIVATE AND CONFIDENTIAL

Dear [Name],

Thank you for your voicemail received on 23 October 2018.

We wish to discuss your concerns with you, however there was no phone number left to contact you. Please call me on 1300 582 113.

In the alternative please provide us with a contact number in order for us to be able to call you back.

Yours sincerely,
23 October 2018

Our ref: 2018/02221

PRIVATE AND CONFIDENTIAL

Dear [Name],

Thank you for your voicemail received on 23 October 2018.

We wish to discuss your concerns with you, however there was no phone number left to contact you. Please call me on 1300 582 113.

In the alternative please provide us with a contact number in order for us to be able to call you back.

Yours sincerely

[Name]
Complainant

Name: (spelling not confirmed) Ms
Phone - Main:
Phone - Other:
Address (Postal):

Service Provider

Name:
Phone - Main:
Preferred Contact: Phone
Address (Postal):

Service Provider Contact

Name: No Service Provider Contact

Summary
The complainant left a voicemail stating the provider had made a commitment to her for 6 weeks to send a physio, however has broken this agreement. The complainant is seeking for the provider to honour their agreement.

Receipt Details

File Type: Complaint
Received Date: 23-Oct-2018 11:25 AM
Case Type: Complaint
Received By:
Registered Date: 23-Oct-2018 11:25 AM
How Received: Phone
Registered By:
Due Date: 02-Nov-2018 9:50 AM
Owned By:
Closed Date: 23-Oct-2018 12:21 PM
Status: Closed
Closed By:

Details

Falls under Act: HCA
How Received: Phone
Service Type: Aged care service
Stage Name: Closure
Incident Date: 23-Oct-2018
Complainant Type: Consumer
Confidential Flag: No
Case Provider Type: GHSP
Migrated Case: No
Imported from AHPRA: No

Issues - 1

Issue Taxonomy
Misinformation(Use of a qualification to mislead or deceive 9(2)(a)
Owner:
Outcome: Refuse or cease to deal
Closed Date: 23-Oct-2018 12:20 PM

Actions - 4 (All Completed)

Action
Complete Intake assessment
Documents - out
Close Case
Phone calls - in
Owner:
Due: 30-Oct-2018
Due: 30-Oct-2018
Due: 24-Oct-2018
Due: 02-Nov-2018
Completed: 23-Oct-2018: Close - Other
Completed: 23-Oct-2018
Completed: 23-Oct-2018
Completed: 01-Nov-2018
Comments
No contact number, letter sent.
Posted letter to complainant asking for a contact number or a call back.
The complainant advised her two contact numbers and . Advised the complainant the Aged Care Commissioner's number 1800 550 552 as the complainant stated the complaint is about the agreement she had with the aged care. Explained what type of complaints we take. The complainant requested us to send her our brochures and information. Posted to

<table>
<thead>
<tr>
<th>Documents - 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
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