




Offender Complaint & Advice Line (OCAL)

HOW CAN WE HELP?

- Explain the DCS Complaint Process
 - Inform you of your rights
 - Help you to make a complaint
 - Make suggestions to help you work with Community Corrections staff
 - Provide you with advice
 - Assist you to resolve the complaint
 - Escalate the complaint if necessary
 - Ensure feedback is provided to you
 - Record your complaint
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Offender Complaint & Advice Line (OCAL)

Department for Correctional Services

Phone: 8226 9861



Government of South Australia
Department for Correctional Services



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If you call the DCS Offender Complaint & Advice Line (OCAL)

OCAL STAFF WILL:

- Ask for your name and ID number
- Listen to your issue or enquiry
- Ask for details about your complaint
- Ask if you have used **Step 1 & 2** - and we will confirm this with staff
- If not, OCAL staff will assist you to follow the correct process

Assess your complaint and either:

- Refer you to the best person to help you
- Provide you with information and advice
- Discuss the complaint with your Community Corrections Officer
- Work with Community Corrections staff to help you resolve your complaint
- Follow up with Community Corrections staff
- Ensure you are provided with feedback, advice and an outcome

THE DCS COMPLAINT PROCESS

STEP 1

Raise the complaint with your Community Corrections Officer



STEP 2

If the Community Corrections Officer is unable to resolve the complaint, you can request to see the Area Manager.

If the Area Manager is unable to assist with the complaint, you can raise your complaint (in writing) to the Regional Director.



STEP 3

If you are not satisfied that your complaint has been dealt with correctly, you can call the DCS Offender Complaint & Advice Line (OCAL).

THE DCS OFFENDER COMPLAINT & ADVICE LINE WILL NOT:

- Take instructions from you
- Transfer your call to another person unless appropriate
- Accept a complaint on behalf of a group
- Accept bad behaviour on the phone
- Change a management decision
- Rush previously agreed process unless OCAL staff deem it to be an urgent matter

Available on
8226 9861

If you remain unsatisfied after using all 3 steps, you can write to the Executive Director, Community Corrections & Specialist Prisons, the Chief Executive, or raise your complaint with Ombudsman's Office.

