



office of the
independent
adjudicator

Video transcription

Has the provider said you're too late to make a complaint?

Video link:	https://youtu.be/T2Ufvr-fscA
Video length:	00:01:11
Speaker(s):	One speaker throughout video

Start Video

00:00 – 00:21

Has your provider told you that you are too late to make a complaint?

We might not be able to look at the things that really matter to you. We understand you're not happy with the issue you're trying to complain about. But if the provider's complaint timeframe is clear and you made your complaint late with no good reason for doing so, we are unlikely to change that decision.

00:21 – 01:06

Did you raise your complaint late with the provider, but still want to submit a complaint to the OIA anyway?

You still can. If you do, we will look at whether the decision you were late in making your complaint was reasonable. We won't look at your original complaint. If it was decided you were later making your complaint, then it usually means the provider hasn't looked at the original issue you raised. We won't either. This is because we review complaints, we don't investigate new issues which haven't been looked at.

If we think your provider acted reasonably in saying you were late in making your complaint, we won't take the complaint further. If we think they acted unfairly, we will usually recommend they take a look at your complaint through their own process.

End Video