



# How to make a complaint

### Department of Families, Fairness and Housing

**Easy English**



**Hard words**

This book has some hard words.

The first time we write a hard word

* the word is in **blue**
* we write what the hard word means.

# You can get help with this book

You can get someone to help you

* read this book
* know what this book is about
* find more information.

This book is written by the Department of Families, Fairness and Housing in Victoria.

We are also called DFFH.

We

* help you have a better life
* give you a place to live
* give you things to do
* help you to be part of your community.

We aim to do a good job.

We want you to tell us if we do something wrong.

This book is about how to make a **complaint**

to DFFH**.**

A complaint is when you do **not** like something and tell someone about it.

You can make a complaint to DFFH about

* a service
* staff
* how you were treated
* something else.

We will keep your complaint **private**.

Private means we will keep your details safe.

# How to make a complaint

You can make a complaint to

* a staff member
* your case worker at DFFH
* a **manager**.

A manager is someone who is in charge.

 You can also contact us.

Our contact information is on the last page.

# Help to make a complaint

You can get help to make complaint. You can

* ask a friend
* ask someone you trust
* use an **interpreter.**

An interpreter helps you understand information in your language.

To use an interpreter, call 03 9280 1955.

# When you make a complaint

When you make a complaint we will

* try to help you
* be kind

 ● be quick

* tell you how long it will take.

# More information

For more information contact

Department of Families, Fairness and Housing

Call 1300 884 706

## Email feedback@dffh.vic.gov.au

You can write a letter to Complaints Unit

GPO Box 4057

Melbourne, Victoria 3000.

### If you need help to speak or listen use the National Relay Service.

Call 1800 555 660

Website

## [communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)

Give the relay officer the phone number you want to call.

# Other contacts

Disability Services Commissioner

## 1800 677 342

complaints@odsc.vic.gov.au

NDIS Quality and Safeguards Commission

## 1800 035 544

contactcentre@ndiscommission@gov.au

Health Complaints Commissioner

## 1300 582 113

Victorian Ombudsman

## 1800 806 314

complaints@ombudsman.vic.gov.au

Office for the Victorian Information Commissioner

## 1300 006 842

enquiries@ovic.vic.gov.au

Victorian Equal Opportunity and Human Rights Commissioner

## 1300 292 153

complaints@veohrc.vic.gov.au



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