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| How to make a complaint |
| **Department of Families, Fairness and Housing** |
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# **What can you make a complaint about?**

You can make a complaint if you are not happy with the service that has been provided to you. This may be because:

* you were given unsatisfactory service
* you did not receive enough information or choice
* you were denied respect, dignity, or privacy.

# **How to make a complaint**

We recommend the following steps so we can help resolve your complaint:

1. Talk to your worker about your complaint.
2. If you are not happy with the outcome, you can speak to their team leader. If they can’t resolve your complaint, they may suggest you speak to the Program Manager.
3. If your complaint can’t be resolved, you can choose to make a formal complaint to the Department of Families, Fairness and Housing (DFFH) by:

**Telephone:** (Feedback Network) 1300 884 706

**Online:** [Department of Families Fairness and Housing Victoria | Making a complaint (dffh.vic.gov.au)](https://www.dffh.vic.gov.au/making-complaint)

 **Email:** feedback@dffh.vic.gov.au

**Mail:** Complaints, GPO Box 4057, Melbourne, 3000

You may ask someone else to lodge a complaint on your behalf if you give them your permission to do so,

for example, a family member, friend, or advocate.

# **Responding to your complaint**

We want to make sure our services work for the people who use them. When working with you to resolve your complaint, we will:

* provide information that is helpful, accurate and easy to understand
* promptly refer requests to the right person or organisation
* respond to requests within a reasonable time
* keep you informed of progress or delays.

# **What happens to the information collected about your complaint?**

Your personal information should only be used to respond to your complaint.

The investigation of your complaint may involve sharing the information you have given us with other relevant areas within the department, to try and resolve it.

We will speak to you about this process when we respond to your complaint.

# **Other complaints**

You may also wish to take your complaint to one of the following organisations:

**NDIS Quality and Safeguards Commission**

## The NDIS Quality and Safeguards Commission can assist people with a disability who have concerns about the quality or safety of their NDIS supports or services.

Telephone: 1800 035 544

Email: contactcentre@ndiscommission@gov.au

NDIS Quality and Safeguards Commission website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## Disability Services Commissioner

The Disability Services Commissioner works with people with a disability and disability services to resolve complaints about non-NDIS supports and services.

Telephone: 1800 677 342 (free call)

TTY service for people with hearing or speech difficulties: 1300 726 563

[Disability Services Commissioner website](http://www.odsc.vic.gov.au/) <http://www.odsc.vic.gov.au/>

## Health Complaints Commissioner

The Health Complaints Commissioner receives and resolves complaints about healthcare and the handling of health information in Victoria.

Telephone: 1300 582 113

[Health Complaints Commissioner website](https://hcc.vic.gov.au/) <https://www.hcc.vic.gov.au/>

## Mental Health Complaints Commissioner

The Mental Health Complaints Commissioner can assist you if your complaint is about a public mental health service in Victoria.

Telephone: 1800 246 054

[Mental Health Complaints Commissioner website](http://www.mhcc.vic.gov.au/) <http://www.mhcc.vic.gov.au/>

## Victorian Ombudsman

The Victorian Ombudsman has the power to investigate complaints about State and local government authorities. The Victorian Ombudsman investigates complaints made about decisions, actions or inaction by these bodies.

Telephone: 1800 806 314

[Victorian Ombusdman website](https://www.ombudsman.vic.gov.au/) <https://www.ombudsman.vic.gov.au/>

## Office of the Victorian Information Commissioner

The Office of the Victorian Information Commissioner will investigate complaints about a Victorian Government agency or local council’s failure to comply with one or more of the Information Privacy Principles.

Telephone: 1300 006 842

[Office of the Victorian Information Commissioner website](https://www.ovic.vic.gov.au/) <https://www.ovic.vic.gov.au/>

We will provide you with information about the complaints process for these services. If you need help working out who to speak to about your complaint, please speak to your worker.

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| We can produce this information in other languages, as well as accessible formats. Please speak to your worker for more information.  |