How to make a complaint

Department of Health and Human Services

Easy English
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.
This book is written by
the Department of Health and Human Services
in Victoria or DHHS.

When you see ‘we’ it means
DHHS.

What we do

We

● help you to make a better life

● give you a place to live

● give you things to do

● help you to join in the community.

We want to make sure we 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 DHHS.

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

You can make a complaint to DHHS 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

To make a complaint you can talk to

- a staff member
- your case worker at DHHS
- a manager.

A manager is someone who is in charge

or

you can
- call 1300 884 706
- email
  central.feedback@dhhs.vic.gov.au
- write to
  Complaints Unit
  GPO Box 4057
  Melbourne Victoria 3000.
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 gives your message from one language to another.

For example

– Auslan to English
– Chinese to English.

To use an interpreter

call 03 9280 1955.
Your complaint

When you make a complaint we will

● try to help you

● be kind

● be quick

● tell you how long it will take.
Contact

There are other people you can talk to about your complaint.

You can talk to

- Disability Services Commissioner
  1800 677 342
  complaints@odsc.vic.gov.au

- Health Services Commissioner
  1300 582 113
  hsc@health.vic.gov.au

- Ombudsman Victoria
  9613 6222
  ombudvic@ombudsman.vic.gov.au

- Privacy Victoria
  1300 666 444
  enquiries@privacy.vic.gov.au
- Victorian Equal Opportunity and Human Rights Commissioner
  1300 292 153
  complaints@veohrc.vic.gov.au

- Commissioner for Children and Young People
  1300 782 978
  childsafeccy.p.vic.gov.au