

# 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

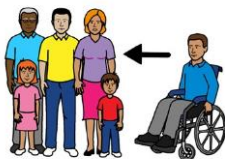
We

- 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

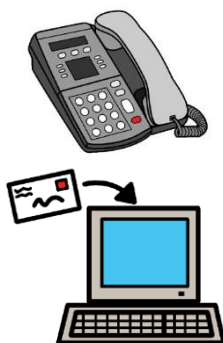
[central.feedback@dhhs.vic.gov.au](mailto:central.feedback@dhhs.vic.gov.au)

– 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.

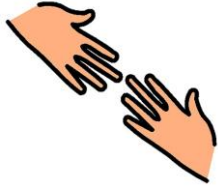
For example

- 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](mailto:complaints@odsc.vic.gov.au)

- Health Services Commissioner

1300 582 113

[hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)

- Ombudsman Victoria

9613 6222

[ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)

- Privacy Victoria

1300 666 444

[enquiries@privacy.vic.gov.au](mailto:enquiries@privacy.vic.gov.au)



- Victorian Equal Opportunity and Human Rights Commissioner

1300 292 153

[complaints@veohrc.vic.gov.au](mailto:complaints@veohrc.vic.gov.au)

- Commissioner for Children and Young People

1300 782 978

[childsaf@ccyp.vic.gov.au](mailto:childsaf@ccyp.vic.gov.au)

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Scope's Communication and Inclusion Resource Centre

wrote the Easy English in March, 2018. [www.scopeaust.org.au](http://www.scopeaust.org.au)

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