

How to make a complaint

Department of Health and Human Services

We listen to and learn from people using our services. Our aim is for all Victorians to be safe, healthy, and live a life they value.

What can you make a complaint about?

You can make a complaint about any experience with the department, including:

- the quality of the service
- if there was enough information and choice
- how you were treated (respect, dignity and privacy).

You can also let us know when we provide good service.

How to make a complaint

These steps will help us resolve your complaint.

Step 1

Talk about your complaint with your case worker or a staff member at your local office.

Step 2

If you are not happy with the outcome, you can speak to a senior manager at the local office.

Step 3

If we cannot resolve your complaint at step 1 or step 2, you can choose one of the ways below to make a formal complaint to the department:

- **Submit your complaint online** <<https://feedback.dhhs.vic.gov.au/layout.html#/>>
- Telephone the department's Feedback Network on **1300 884 706**
- Mail: Complaints, GPO Box 4057, Melbourne, Victoria 3000

Further information

Visit **Making a complaint** <<https://www.dhhs.vic.gov.au/making-complaint>>

To receive this document in an accessible format, phone the department's Feedback Network on 1300 884 706, using the National Relay Service 13 36 77 if required.

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