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

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.