

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

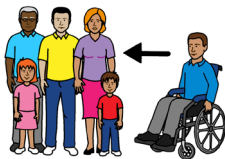
We

- 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

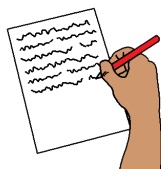
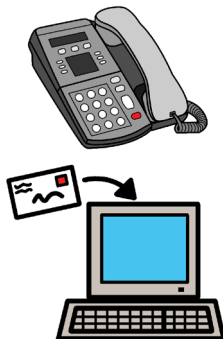
complaints.reception@dhhs.vic.gov.au

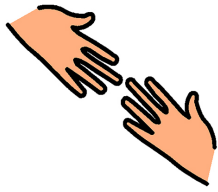
– write to

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.

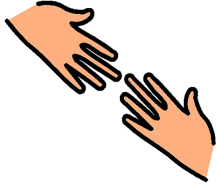
For example

- 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

childsafec@ccyp.vic.gov.au

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Scope's Communication and Inclusion Resource Centre

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