



## Accessible formats

Please contact the Commissioner's office to obtain information in accessible formats.

## To make a complaint

You can make a complaint to the Commissioner by:

- Writing
- Telephoning
- Sending a fax
- Submitting the complaints form via the website
- Or by other means which are appropriate for your circumstances

## For more information

Disability Services Commissioner  
Level 30, 570 Bourke Street  
Melbourne Vic 3000

### Phone

Complaints  
1800 677 342 (free call)  
General enquiries  
1300 728 187 (local call)

**TTY** 1300 726 563

**Fax** 03 8608 5765

**Website** [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)



It's  
**OK**  
to complain





## **Do you need some assistance to resolve a complaint with a disability service or service provider?**

The Disability Services Commissioner (the Commissioner) can provide a free confidential service to assist you.

There are many benefits to raising a complaint with your disability service provider and to identifying a solution as soon as possible.

As part of the Disability Act 2006, all disability service providers must have a complaints management process in place so it's worth asking about this process to help determine the best way to resolve your complaint.

The complaints process can lead to better services for people with a disability in Victoria so coming up with solutions together is good for everyone.

## **Who can make a complaint?**

Any person can make a complaint about disability services to the Commissioner.

This includes people with a disability, their families and carers, staff working in disability services and any other person who wishes to make a complaint.

## **What can a complaint be about?**

A complaint can be made to the Commissioner about:

- the provision of a disability service;
- the way a disability service provider has managed a complaint about a disability service.

## **What does the Disability Services Commissioner do?**

The Commissioner has been created to work with people with a disability and disability service providers to resolve complaints.

The Commissioner encourages and assists the resolution of complaints in a variety of ways including informal discussions, conciliation processes, or under certain circumstances, formal investigation.

The Commissioner commenced on 1 July 2007 under the Disability Act 2006 to improve services for people with a disability in Victoria.

The Commissioner is independent of government, the Department of Human Services and disability service providers.

