
Complaints about the provision of disability services can be made in two ways: directly to the service provider and/or to the Disability Services Commissioner (the Commissioner) using this form.

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. 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.

If you're unable to resolve your complaint or raise it with your service provider, the Commissioner can assist.

If you need assistance to complete this form, please contact the Disability Services Commissioner on 1800 677 342 (free call) or TTY 1300 726 563.

1. Please provide your name and contact details.

First Name:	
Last Name:	
Address:	
Suburb:	
State:	

Phone Number:	
TTY:	
Email:	

2. Are you making the complaint on behalf of someone else?

Yes

No Go to question 5

If yes:

what is your relationship to the person receiving the disability service (eg. parent, advocacy support worker, carer etc)?

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3. Does the person know you are making the complaint on their behalf?

Yes

No

4. If you are making this complaint on someone else's behalf, please provide their name and contact details:

First Name:	
Last Name:	
Address:	
Suburb:	
State:	
Phone Number:	
TTY:	
Email:	

5. Please provide the name and contact details of the disability service involved in your complaint:

Type of disability service received (eg day program, respite, in home support):	
Name of the person/s involved:	
Name of the organisation (service provider) involved:	
Organisation's Address:	
Organisation's Suburb:	
Organisation State:	
Organisation Phone Number:	
Organisation TTY:	
Organisation Email:	

6. Description of your complaint

Please provide as much detail as possible about the complaint including who, what, where and when:

7. What outcome are you seeking?

8. Have you raised your complaint with the disability service provider involved or another agency?

Yes

No

If yes, please provide details.
If no, please explain why.

9. Privacy Statement

The Disability Services Commissioner is bound by laws that protect your privacy concerning the collection, use and disclosure of your personal information. You can request access to your personal information by contacting us.

10. Consent

By indicating below, you are providing authority to forward your complaint to the Disability Service Provider and for the Commissioner to access information related to your complaint.

I give permission I don't give permission

for the Disability Services Commissioner and Staff to forward my complaint to the relevant disability service provider and to obtain any relevant information or documents from the disability service provider relating to my complaint.

Signature _____ **Date:** ___/___/___

Print name: _____

11. Send this completed form to:

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

Fax: 03 8608 5765

(Note: Faxes cannot send double sided documents)

Phone: 1800 677 342 (free call)

1300 728 187 (local call)

TTY: 1300 726 563

Website: www.odsc.vic.gov.au