

What happens to your complaint?



Hello, my name is Laurie Harkin. I am the Disability Services Commissioner. This Speaking Up newsletter is an interview that happened in February between Simone and Miranda.



Simone is a self-advocate. She works for VALID.



Miranda works for the Disability Services Commissioner. Miranda is the Deputy Commissioner.



The interview happened at the Having A Say conference in Geelong. Simone asked Miranda some questions. They were on a stage and lots of people were there. This is what they said:



CALL US TO MAKE A COMPLAINT

Simone: Hi Miranda, I'll be asking you some questions about making a complaint. Could you tell us about the Disability Services Commissioner?

Miranda: Hi Simone. The Disability Services Commissioner can help you with a complaint or any concerns you have about your disability service.

Simone: How can someone make a complaint?

Miranda: People can call us to make a complaint about their service. You can write to us or use TTY.

Simone: Do people have to give their name to you?

Miranda: No. You don't have to give your name unless you want to. You can just call us and tell us your concerns.



OUR SERVICE IS FREE



WE CAN MEET



WE CAN INVESTIGATE



NOT OK!



Simone: Do people have to pay?

Miranda: No. This is a free service.

Simone: What do you do when someone makes a complaint?

Miranda: There are different ways we can help. One of the ways is to have a meeting with you and your service provider. We talk about your complaint and what to do to make it better.

Simone: Do you always bring people together to talk about it?

Miranda: Not always. We can decide to investigate your complaint. That means we can not fix your complaint by having a meeting. We ask everyone lots of questions to find out what happened. After the investigation we tell your service provider what they must do to fix your complaint.

Simone: What type things do you investigate?

Miranda: We investigate when someone has hurt you or when someone makes you feel that you are not safe. Sometimes we need to involve the police.

Simone: What if someone had a complaint about the services provided under the NDIS?

Miranda: People can complain to us about NDIS funded services as well.

Sometimes people can be scared to make a complaint. You can call us to ask for help with your complaint.

1800 677 342



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