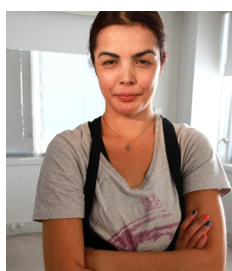




## You have made a complaint:



## What happens now?

You have contacted the Disability Services Commissioner to make a complaint.

The Disability Services Commissioner and staff help fix problems about disability services.



We will contact you to talk about your complaint.

We will ask you for some information.

We might ask you these things:

- Who is involved in the complaint?
- Do you have their phone number?
- Do you have any letters about what has made you unhappy?

It would help us if you have this information ready to share with us.

You can have someone with you when you talk with us.

We will try to help you with your complaint.

**Sometimes we cannot help you with your complaint.**

Somebody different might be able to help you with your complaint. We can tell you who can help.

**With complaints that we can help you with, we usually follow 3 steps.**



## Step 1

**We will talk with your service provider about your complaint.**



## Step 2

**We will talk with you about what your service provider said.**

**Sometimes we have a meeting with you and your service provider. We will try to fix the problem.**



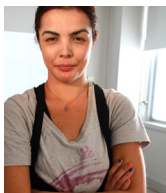
## Step 3

**Usually complaints are fixed now. We will send you a letter to let you know what happened.**

We try to help fix problems as quickly as possible. These steps can take up to 3 months. It depends on the type of problem.

You can ask us to stop working on your complaint at any time.

**You can call us on 1800 677 342.**



## Meanings

### Complaint

Telling someone that you are not happy with something about your disability service

### Service provider

The service you use, like your house or day service.