

It's OK to complain about your disability service



A complaint is telling someone that you are not happy with something about your service.



You can talk to us if you have a complaint about your disability service. We can help fix problems with your disability service.



You can have someone with you when you talk to us. You can have someone make a complaint for you.

It is against the law for people from your disability service to treat you badly when you make a complaint.

Anyone can make a complaint about disability services.

Sometimes we cannot help you. Somebody different might be better able to help you with your complaint. We can tell you who can help.

What happens when you call us about your disability service



We talk to you about your complaint.

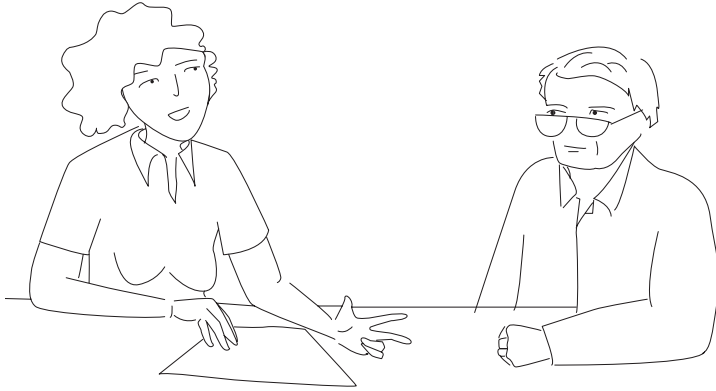
We ask you

- what made you unhappy
- what you want to happen.

We will tell you what we can do to help fix your complaint.



Sometimes the best way to fix your complaint is to help you talk to your disability service.



Sometimes we talk to the disability service.

We ask

- what happened
- why it happened.

We read their documents.



Sometimes we have a meeting with you and your disability service. You can have your family, advocate or anyone you need for support come to the meeting.



Sometimes we investigate if it relates to your safety.

To make things better we can help your disability service

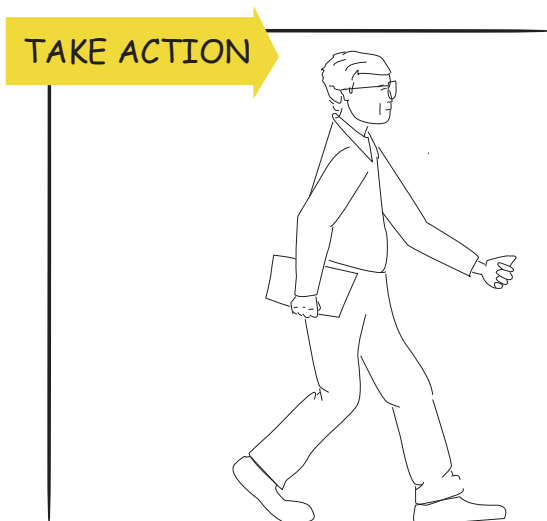
Understand what made you unhappy **(Acknowledge)**



Give you information about why something happened **(Answer)**



Fix the problem **(Action)**



Say sorry **(Apologise)**



You can call the Disability Services Commissioner on **1800 677 342**
You can send an email to **complaints@odsc.vic.gov.au**



We acknowledge the traditional Aboriginal owners of country throughout Victoria and pay our respects to them, their culture and their Elders past, present and emerging.

