



## How to make a complaint

Department of Families, Fairness and Housing



Easy English



Families,  
Fairness  
and Housing



## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



This book is written by the Department of Families, Fairness and Housing in Victoria.

We are also called DFFH.

We

- help you have a better life



- give you a place to live

- give you things to do



- help you to be part of your community.

We aim to do a good job.



We want you to tell us if we do something wrong.



This book is about how to make a **complaint** to DFFH.

A complaint is when you do **not** like something and tell someone about it.



You can make a complaint to DFFH about

- a service



- staff

- how you were treated

- something else.



We will keep your complaint **private**.

Private means we will keep your details safe.

## How to make a complaint

You can make a complaint to

- a staff member
- your case worker at DFFH
- a **manager**.



A manager is someone who is in charge.



You can also contact us.

Our contact information is on the last page.



## Help to make a complaint

You can get help to make complaint.

You can

- ask a friend
- ask someone you trust
- use an **interpreter**.



An interpreter helps you understand information in your language.



To use an interpreter, call 03 9280 1955.



## When you make a complaint



When you make a complaint we will

- try to help you
- be kind
- be quick
- tell you how long it will take.





## More information

For more information contact

Department of Families, Fairness and Housing



Call 1300 884 706



Email [feedback@dfh.vic.gov.au](mailto:feedback@dfh.vic.gov.au)



You can write a letter to

Complaints Unit

GPO Box 4057

Melbourne, Victoria 3000.



**If you need help to speak or listen use the National Relay Service.**

Call 1800 555 660



Website

[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)

Give the relay officer the phone number you want to call.



## Other contacts

Disability Services Commissioner

1800 677 342

[complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

NDIS Quality and Safeguards Commission

1800 035 544

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

Health Complaints Commissioner

1300 582 113

Victorian Ombudsman

1800 806 314

[complaints@ombudsman.vic.gov.au](mailto:complaints@ombudsman.vic.gov.au)

Office for the Victorian Information Commissioner

1300 006 842

[enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)

Victorian Equal Opportunity and Human  
Rights Commissioner

1300 292 153

[complaints@veohrc.vic.gov.au](mailto:complaints@veohrc.vic.gov.au)

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