

STAGE 1: First Response

We will let you know that we have received your complaint. We will try to do this within two working days.

We will look into the issue/s you raise by speaking with you, looking at our documents and records and collecting and reviewing any other relevant information.

We will always try to respond to your complaint within ten working days. If we need more time to do this, we will inform you of this and let you know the reason.

If you are not happy with our response, you can ask that we have a further look into what has happened.

This means your complaint will move on to Stage two: Look into further.



STAGE 2: Look into further

If you are not happy with our response and ask us to have a further look into what has happened, we do this within 20 working days.

If for some reason we need more time to respond to your complaint, we will let you know why. We will keep you updated along the way with how we are going with your complaint.



OUTCOME

We will let you know the outcome of your complaint, and this may be done in writing. If you would like, we can also send a copy of the decision to your representative.

If you are unhappy with the final decision, and have new information to add, you can ask for an internal review. We will do this within 30 working days.

You can also contact other agencies listed on the previous page, including the Aged Care Complaints Commissioner or the Victorian Ombudsman if you are unhappy with our decision or the way we have dealt with your complaint.

More information about this can be found at: agedcarecomplaints.gov.au



City of
DAREBIN



Speak Your Language
8470 8470

العربية Italiano
繁體中文 Македонски
Ελληνικά Soomalii
हिन्दी Tiếng Việt



National Relay Service
TTY dial 133 677 or
Speak and Listen 1300 555 727
or relayservice.gov.au then enter
03 8470 8888

Got Questions? Call us:

Aged and Disability Department

8470 8828



Feedback and complaints form

Let us know what you think about our services using this form. You can tear this out and send it back to us using the pre-paid return envelope in your client pack (address below), or by email: adfeedback@darebin.vic.gov.au

ATTENTION: Community Response Office,
Aged and Disability Department
PO Box 91, Preston. 3072

What I like:

Complaint:

How I would like things to change:

You do not have to tell us who you are when making a complaint if you are not comfortable doing so, however, this may limit our ability to respond to the issue/s you have raised.

Name: Date:

Phone number:

Address:

..... Postcode:

Thank you for taking the time to give us your feedback