



## COMPLAINTS POLICY FOR CLIENTS OF GdA

**IF YOU ARE UNHAPPY WITH OUR SERVICE  
You have a right to make a complaint.**

### How?

1. Lodge your complaint in writing with the Executive Officer of GdA or phone the Executive Officer on Ph: 1800 552 272. (If writing please use the address provided for the Chairperson in point 3 below)
2. The Executive Officer will talk through the matter with you and try to resolve the issue to your satisfaction.
3. If you don't want to talk to the Executive Officer or you are unhappy with the outcome, please put your complaint in writing to GdA's Chairperson:  
**Mark the envelope "Private & Confidential".**  
The Chairperson  
Grampians disAbility Advocacy Association  
PO Box 112, Ararat, VIC 3377
4. The GdA Board or a Special Complaints Committee will attempt to resolve your complaint within seven working days of receiving your written complaint.
5. If the matter is still unresolved, the help of an independent conciliator will be sought, e.g. the Dispute Settlement Centre of Victoria

If your complaint is not resolved to your satisfaction, you may wish to contact the Complaints Resolution and Referral Service (CRRS) or the Disability Services Commissioner.

#### **Complaints Resolution and Referral Service**

<b>Free call number</b>	<b>1800 880 052</b>
<b>TTY</b>	<b>1800 301 130</b>
<b>National Relay Service</b>	<b>1800 555 677</b>
<b>Translating and Interpreting Service</b>	<b>13 14 50</b>
<b>Website</b>	<a href="http://www.crrs.net.au">www.crrs.net.au</a>

#### **Disability Services Commissioner**

<b>Level 30, 570 Bourke Street, Melbourne, Victoria, 3000 Australia</b>	
<b>Call for enquiries or complaints</b>	<b>1800 677 342</b>
<b>Email for enquiries or complaints</b>	<a href="mailto:complaints@odsc.vic.gov.au">complaints@odsc.vic.gov.au</a>
<b>Website</b>	<a href="http://www.odsc.vic.gov.au">www.odsc.vic.gov.au</a>

You may wish to have a family member or friend assist you in making a complaint, or GdA can recommend other organisations that can provide you with support.

*Your complaint will remain confidential and will only be talked about with people who need to know so that the problem can be resolved.*