

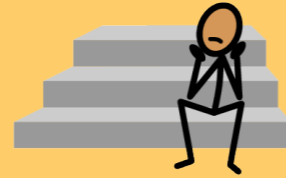
Tips for Making a Complaint

Think about



What went wrong?

Be specific about your complaint. Give details like who was involved, when, where and what happened. Were any rules broken?



Impact on you

How has your problem affected your safety, rights and wellbeing?



Outcome you want

Think about how you want the service provider or worker to fix your problem.

Who can help?



Ask

A friend, family member or advocate can help you make a complaint.



Find an advocate

Disability Advocacy Network Australia
www.dana.org.au/find-an-advocate



For an interpreter

Translating and Interpreting Services (TIS) National
131 450
www.tisnational.gov.au



d/Deaf, hard of hearing, speech communication difficulty

National Relay Service (NRS)
1800 555 660
relayservice.gov.au