

Making a complaint

About the Department of Health and Human Services

The Department of Health and Human Services (the department) develops and delivers policies, programs and services that support and enhance the wellbeing of all Victorians. We take a broad view of the causes of ill health, the drivers of good health, the social and economic context in which people live, and of the incidence and experience of vulnerability. This allows us to place people at the heart of policy making, service design and delivery.

What can you make a complaint about?

The department wants to make sure our services work for the people who need and use them. We can always do better and we will listen to and learn from people using our services, their advocates or representatives.

We want to know if you believe:

- you were given unsatisfactory service
- you did not receive enough information or choice
- you were denied respect, dignity or privacy.

How to make a complaint

Take the following steps to get your complaint resolved:

Step 1. Discuss your complaint with a staff member or your case worker at your local office.

Step 2. If you have tried to resolve your concerns but you are still dissatisfied with the outcome, you can refer your complaint to a senior manager at the local office.

Step 3. If your complaint cannot be resolved at step 1 or step 2, contact the Complaints and Privacy unit which will take further steps to resolve the matter. (Refer to the back of this brochure for contact details).

The department is committed to listening to you and responding to your concerns.

When handling your complaint we will:

- provide information that is helpful, accurate, and easy to understand
- be courteous and considerate in our communication
- promptly refer requests to the appropriate person
- respond to requests within a reasonable time
- keep you informed of progress or delays.

Further information

Need assistance?

The department can arrange an interpreter to help with language services. You may ask someone else to lodge a complaint on your behalf. However, they must have your permission to do this.

Lodging a complaint and seeking a resolution can sometimes involve sensitive issues. The department can provide assistance and support throughout the process of making a complaint.

What happens to the information collected about complaints?

We recognise that your personal and health information should only be used or disclosed for the purposes for which we collect it, or for a related purpose that you would reasonably expect.

The investigation of your complaint may involve sharing your personal or health information with other relevant areas within the department to achieve a resolution.

The department also collects and use a range of personal and health information for delivering, planning, funding, monitoring, evaluating and improving our services and functions, and for meeting statutory requirements. Unless necessary for the purpose of the collection the department removes identifying details from the personal and health information.

Complaints and Privacy unit

The Complaints and Privacy unit is responsible for the department's obligations in the areas of compliments and complaints management and privacy. The staff provide support to people making complaints and promote the effective management and resolution of complaints.

Other contacts

You may also wish to take your complaint to one of the following organisations:

Disability Services Commissioner

The Disability Services Commissioner works with people with a disability, and disability services to resolve complaints.

Telephone: 1800 677 342 (free call)

TTY service for people with hearing or speech difficulties: 1300 726 563

[Disability Services Commissioner website](http://www.odsc.vic.gov.au/) <http://www.odsc.vic.gov.au/>

Health Complaints Commissioner

The Health Complaints Commissioner receives and resolves complaints about healthcare and the handling of health information in Victoria.

Telephone: 1300 582 113

[Health Complaints Commissioner website](https://www.hcc.vic.gov.au/) <https://www.hcc.vic.gov.au/>

Mental Health Complaints Commissioner

The Mental Health Complaints Commissioner can assist you if your complaint is about a public mental health service in Victoria.

Telephone: 1800 246 054

[Mental Health Complaints Commissioner website](http://www.mhcc.vic.gov.au/) <http://www.mhcc.vic.gov.au/>

Ombudsman Victoria

The Ombudsman has the power to investigate complaints about State and local government authorities. The Ombudsman investigates complaints made about decisions, actions or inaction by these bodies.

Telephone: 9613 6222 Regional: 1800 806 314

[Ombudsman Victoria website](https://www.ombudsman.vic.gov.au/) <https://www.ombudsman.vic.gov.au/>

Office of the Commissioner for Privacy and Data Protection

The Privacy and Data Protection Commissioner will investigate complaints about a Victorian Government agency or local council's failure to comply with one or more of the Information Privacy Principles.

Telephone: 1300 666 444

[Commissioner for Privacy and Data Protection website](https://www.cdp.vic.gov.au/) <https://www.cdp.vic.gov.au/>

How to contact the Department of Health and Human Services

To contact your local office or case worker, please refer to contact details specified below:

Your local contact details

To contact the department's compliments and complaints team in the Complaints and Privacy unit, please refer to details below.

Telephone: 1300 884 706 (cost of a local call)

[Email the department's compliments and complaints team](mailto:complaints.reception@dhhs.vic.gov.au) <complaints.reception@dhhs.vic.gov.au>

Postal address:

Complaints and Privacy unit
GPO Box 4057
Melbourne, Victoria 3000

For additional information go to the [Department of Health and Human Services Making a complaint](https://www.dhhs.vic.gov.au/making-complaint) <https://www.dhhs.vic.gov.au/making-complaint>

For additional information on how to provide feedback or make a complaint about a particular health service that the department provides and/or funds go to the [Feedback and complaints website](https://www2.health.vic.gov.au/complaints) <https://www2.health.vic.gov.au/complaints>.

To receive this publication in an accessible format phone 1300 884 706, using the National Relay Service 13 36 77 if required.

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<<http://www.dhhs.vic.gov.au/making-complaint>>