

Raising a Complaint

The steps listed in this brochure are a guide only.

You may choose to start with any step.

All management and staff at Mulleraterong are committed to providing a place where people feel free to speak about any problems or concerns they may have.

All issues will be confidential, and all concerns will be taken seriously.

Any person can make a complaint about a disability service provider

This includes people with a disability, their families and carers, workers, advocates, guardians, and any other person who wishes to make a complaint.

If you have any issues that you would like to have addressed, please fill in the form below.

Name:	
Address:	
Phone Number:	
Email:	
I would like to contact:	
Team Leader / Client Service Coordinator	<input type="checkbox"/>
Chief Executive Officer	<input type="checkbox"/>

Mulleraterong Centre Inc

Disability Support Provider

59A Alexandra Parade

Hamilton, Victoria 3300

Ph: (03) 5523 5999

Email: admin@mulleraterong.com.au



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It's OK to complain

When can I make a complaint?

You can make a complaint about your services and supports when:

- Something is not working well
- Something has not been done the right way
- Something makes you unhappy
- You have been treated badly

If you have a complaint, it's important to talk to your NDIS provider (Mulleraterong) about it first.

You may be able to fix it with them.

You can talk to the NDIS Quality and Safeguards Commission if you:

- Don't want to speak to Mulleraterong
- Aren't happy with what Mulleraterong does to fix your complaint

With any complaints process you may have an advocate or anyone else you trust present.

How to make a complaint

1. Try to work out the problem with the person or people involved.

2. Talk to a Support Worker, Team Leader or Client Services Coordinator.



3. If the problem is still not worked out, you can talk to the CEO.



Who to Contact Next?

South-West Advocacy

Ph: (03) 5561 4584

NDIS Quality and Safeguards Commission

Ph: 1800 035 544

You can call between 9am and 5pm, Monday to Friday or visit the website and fill out a Complaint Contact Form.

Website:

www.ndiscommission.gov.au

TTY: 133 677

National Relay Service

Speak and listen: 1300 555 727

SMS Relay number 0423 677 767

Internet relay calls:

internet-relay.nrscall.gov.au

Disability Services Commissioner

Level 30, 570 Bourke Street

Melbourne VIC 3000

Ph: 1800 677 342

complaints@odsc.vic.gov.au

www.odsc.vic.gov.au