



Ilmenti u kummenti

Aħna napprezzaw il-kummenti tiegħek. Tista' tibgħat il-kumment, tagħmel kumpliment jew toffri suġġeriment biex tgħinna intejbu s-servizz tagħna.

Int għandek id-dritt titlob reviżjoni tad-deċiżjoni. Int tista' tagħmel dan jekk ma taqbilx ma' deċiżjoni dwar:

- il-pagamenti jew is-servizz tiegħekta' Centrelink
- dejn ta' Medicare
- Child Support.

Għal tagħrif dwar reviżjoni u l-appell tal-proċess tagħna, mur f'servicesaustralia.gov.au/reviewsandappeals

Jekk int għandek negozju jew int professjonist tas-saħħa, int tista' tagħtina l-kummenti jew tagħmel ilment.

Kif tagħmel ilment, suġġeriment jew kumpliment

Jekk tixtieq tagħmel ilment, jew toffri suġġeriment jew kumpliment, tista' titkellem mal-istaff tagħna. Jekk mintix kuntent bir-risposta tagħhom, tista' titkellem mal-manijer tagħhom.

Tista' ċċempel lil:

- Complaints and Feedback line tagħna fuq **1800 132 468**
- in-National Relay Service jekk int trux, issibha bi tqila biex tisma' jew għandek impediment tat-taħdit. Mur f'communications.gov.au/accesshub/nrs
- jew wieħed minn numri internazzjonali tat-telefown tagħna jekk tgħix barra. Għall-lista ta' numri internazzjonali tat-telefown, mur f'servicesaustralia.gov.au/internationalphone

Avżana jekk għandek bżonn interpretu u norganizzaw wieħed bla ħlas.

Tista' tagħti l-kummenti tiegħek permezz tal-użu tal-kont myGov, timla formola onlajn jew tibgħatilna ittra. Il-Posta hi bla ħlas minn għewwa l-Awstralja.

**Centrelink and Medicare
Complaints and Feedback
Reply Paid 7800
Canberra BC ACT 2610**

**Child Support
Child Support Complaints and Feedback
Reply Paid 9815
Melbourne Vic 3001**

Jekk jogħġbok ftakar, jekk tibgħatilna kummenti jew ilmenti bil-miktub, għandu mnejn jieħu aktar żmien biex inwieġbu.

Għal aktar tagħrif, mur servicesaustralia.gov.au/feedback

X'għandna bżonn minn għandek

Jekk jogħġbok kun ċar, fattwali, u għidilna x'riżultat tixtieq. Jekk tikteb ismek u d-dettalji tal-kuntatt ser jgħinna nikkuntattjawk u jgħinna nirriżolvu l-problema. Jekk ma tagħtinix ismek u d-dettalji tiegħek tal-kuntatt, aħna mhux ser inkunu nistgħu nirrispondu personalment.

Kif ser nirrispondu

Aħna nippruvaw nirriżolvu l-ilmenti fi żmien 10 ġranet ordinarji (mit-Tnejn sal-Ġimgħa) tax-xogħol. Jekk ma nistgħux insolvu l-ilment tiegħek, aħna ser nispjegaw għala u navżawk dwar l-għażliet l-oħra tiegħek.

Jekk għandna bżonn nikkuntattjawk, ser isir minn numru privat. Għar-raġunijiet ta' privatezza, ma nistgħux inhallulek messaġġ, għajr meta s-sistema tal-voicemail tiegħek tidentifika b'mod ċar min int.

Meta għandek tikkuntattja lil Ombudsman

Jekk mintix kuntent bir-riżultat tal-ilment tiegħek, tista' tikkuntattja lil Commonwealth Ombudsman. Mur f'ombudsman.gov.au

Għal aktar tagħrif

- Ċempel lill-linja telefonika regolari tiegħek, avżana jekk għandekx bżonn ta' interpretu. Aħna naraw li jkun hemm wieħed bla ħlas. Għall-lista tan-numri tat-telefown tagħna, mur f'servicesaustralia.gov.au/phoneus
- Ċempel **131 202** biex titkellem magħna fil-lingwa tiegħek dwar il-pagamenti u s-servizzi ta' Centrelink.
- Ċempel lit-Translating and Interpreting Service (TIS National) fuq **131 450** biex titkellem magħna fil-lingwa tiegħek dwar il-pagamenti u s-servizzi tal-Medicare u tač-Child Support.
- Mur f'servicesaustralia.gov.au/yourlanguage fejn tista' taqra, tisma' jew tara tagħrif fil-lingwa tiegħek.
- Mur f'servicesaustralia.gov.au/feedback għal aktar tagħrif bl-Ingliż.
- Żur ċentru tas-servizz.

Nota: telefonati mit-telefown tad-dar għal numri '13' minn kwalunkwe parti tal-Awstralja jiġu ċċarġjati rata fissa. Dik ir-rata għandha mnejn tvarja mill-prezz ta' telefonata lokali u tista' tvarja wkoll skont il-provveditur tas-servizz tat-telefown. Telfonati għan-numri '1800' mit-telefown tiegħek tad-dar huma bla ħlas. Telefonati minn telefonijiet pubbliċi jew bil-mowbajl għandhom mnejn jiddependu minn kemm idumu u jkollok tħallas rata oġġla.

Ċaħda

L-għan tat-tagħrif f'din il-pubblikazzjoni hu biex iservi biss bħala gwida għall-pagamenti u s-servizzi. Hija r-responsabbiltà li tiddeċiedi jekk tixtieqx tapplika għall-pagament u tiffa' applikazzjoni skont iċ-ċirkustanzi partikulari tiegħek.



Complaints and feedback

We value your feedback. You can submit a complaint, give a compliment or offer a suggestion to help us improve our service.

You have the right to ask for a review of the decision. You can do this if you do not agree with a decision about:

- your Centrelink payments or services
- a Medicare debt
- Child Support.

For information about our review and appeal process, go to **servicessaustralia.gov.au/reviewsandappeals**

If you are a business or health professional, you can also give us feedback or make a complaint.

How to make a complaint, suggestion or compliment

If you wish to submit a complaint, or offer a suggestion or compliment, you can speak to our staff. If you are not happy with their response, you can speak to their manager.

You can call:

- our Complaints and Feedback line on **1800 132 468**
- the National Relay Service if you are deaf, hard of hearing or have a speech impairment. Go to **communications.gov.au/accesshub/nrs**
- one of our international phone numbers if you are overseas. For a list of our international phone numbers, go to **servicessaustralia.gov.au/internationalphone**

Let us know if you need an interpreter and we will arrange one for free.

You can also give feedback using your myGov account, completing an online form or sending us a letter. Postage is free from within Australia.

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Please remember, if you send feedback or complaints to us in writing, it may take us longer to reply.

For more information, go to **servicessaustralia.gov.au/feedback**

What we need from you

Please be clear, factual, and tell us the outcome you would like. Providing your name and contact details will help us to get in touch and help resolve the issue. If you do not provide your name and contact details, we will not be able to respond to you personally.

How we will respond

We aim to resolve complaints within 10 working days. If we cannot resolve your complaint, we will explain why and let you know your other options.

If we need to call you, it will be from a private number. For privacy reasons, we cannot leave a message, unless your voicemail clearly identifies who you are.

When to contact the Ombudsman

If you are not happy with the outcome of your complaint, you can contact the Commonwealth Ombudsman. Go to **ombudsman.gov.au**

For more information

- Call your regular payment line and let us know you need an interpreter. We will arrange one for free. For a list of our phone numbers, go to **servicesaustralia.gov.au/phoneus**
- Call **131 202** to speak with us in your language about Centrelink payments and services.
- Call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services.
- Go to **servicesaustralia.gov.au/yourlanguage** where you can read, listen to or watch information in your language.
- Go to **servicesaustralia.gov.au/feedback** for more information in English.
- Visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.