



投诉和反馈

我们重视您的反馈。您可以提交投诉、发表赞许或提供建议来帮助我们改进服务。

您有权要求对我们的决定进行复审。如果您不同意以下方面的决定，则可要求复审：

- Centrelink 福利金和服务
- Medicare 欠款
- Child Support.

有关复审和上诉流程的信息，请浏览 servicesaustralia.gov.au/reviewsandappeals

如果您是商业或医疗专业人士，则也可提供反馈或投诉。

如何提出投诉、建议或赞许

如果希望提出投诉，或提供建议或赞许，则可联系我们的工作人员。如果您对我们工作人员的回答不满意，则可要求与主管交涉。

可致电

- **1800 132 468** 联系 Complaints and Feedback line
- National Relay Service (如果您是失聪、重听或有语言障碍人士)。请浏览 communications.gov.au/accesshub/nrs
- 国际专线号码 (如果您在海外)。有关我们的国际专线号码列表，请浏览 servicesaustralia.gov.au/internationalphone

如需口译服务，敬请告知，以便为您免费安排一名口译员。

您也可以使用 myGov 帐户提供反馈，填写在线表格或给我们写信。澳大利亚境内的邮资免费。

**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**

请注意，如果您以书面形式向我们发送反馈或投诉，我们可能需要较长时间才能回复。

有关更多信息，请浏览 servicesaustralia.gov.au/feedback

我们对您的要求

请清楚表述，基于事实，并告诉我们您想要达成的结果。提供您的姓名和联系方式将有助于我们联系并帮助您解决问题。如果您不提供姓名和联系方式，我们将无法针对您个人进行回复。

我们会如何回应

我们旨在在 10 个工作日内解决投诉。如果无法解决您投诉的问题，我们将解释原因，并告知您的其他选择。

如果我们需要给您打电话，将会使用隐私保护号码。出于隐私原因，我们无法留言，除非您的语音留言信息清楚表明了您的身份。

何时联系 Ombudsman

如果您对投诉结果不满意，则可联系 Commonwealth Ombudsman。请浏览 ombudsman.gov.au

更多信息

- 致电您惯常使用的福利金信息热线，并告知需要口译服务。我们会免费安排一名口译员。欲查看相关联系电话，请参见 servicesaustralia.gov.au/phoneus
- 致电 **131 202**，用中文咨询 Centrelink 相关福利金和服务的信息。
- 致电 **131 450**，联系 Translating and Interpreting Service (TIS National)，用中文咨询 Medicare 和 Child Support 相关福利金和服务的信息。
- 浏览 servicesaustralia.gov.au/yourlanguage 获得中文版文本、音频或视频信息。
- 浏览 servicesaustralia.gov.au/feedback 了解更多英文信息。
- 前往服务中心

注意：从澳大利亚任何地方用座机拨打“13”打头的电话号码，费用固定。该费率可能因本地电话价格而异，也可能因电话服务提供商而异。用座机拨打“1800”开头的电话号码免费。用公共电话和移动电话致电可能以较高的费率按时计费。

免责声明

本出版物中包含的信息仅作为福利金和服务指南之用。您有责任决定是否要申请某项福利金，并根据个人具体情况提出申请。



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.