







## Complaints and feedback

Your feedback is important to us. You can make a complaint, give a compliment or give a suggestion to help us improve our service.

You have the right to ask for a review of our decisions. You can do this if you do not agree with a decision about a payment, service or debt you get from Medicare, Centrelink or Child Support.

For information about our review and appeal process, go to **[servicesaustralia.gov.au/reviewsandappeals](https://servicesaustralia.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 want to make a complaint or give a suggestion or compliment, you can speak to our staff. If you are not happy with their reply, 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](https://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 **[servicesaustralia.gov.au/internationalphone](https://servicesaustralia.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.

### Centrelink and Medicare

#### Services Australia Complaints and Feedback

Reply Paid 7800

Canberra BC ACT 2610

### Child Support

#### Child Support Complaints and Feedback

Reply Paid 9815

Melbourne, Vic 3001

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

For more information, go to **[servicesaustralia.gov.au/feedback](https://servicesaustralia.gov.au/feedback)**

## What we need from you

Please be clear, factual and tell us the outcome you would like. Please provide your name and phone number if you are making a complaint and want us to contact you about it. If you do not provide your name and phone number, we will not be able to respond to you.

## 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.

## 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](http://ombudsman.gov.au)

## For more information

- go to [servicesaustralia.gov.au/feedback](http://servicesaustralia.gov.au/feedback) for more information in English
- go to [servicesaustralia.gov.au/yourlanguage](http://servicesaustralia.gov.au/yourlanguage) where you can read, listen to or watch videos with information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- 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's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.