



## Ba guel/luel de ken ci yin danpuou guir kedä

### A guir de guel/luel de kañ ci yin danpuou

Da kicku loidan cuk luel loi, ka yook a wicku buk piñ tene yin. Jaamdu kek yook ekuony ci yuk teda e be loida col e nuen tene koc eben.

A buk them ku buk guel/luel de ken ci yin danpuou ne tha leuen rot.

Da ci guel/luel de ken ci yin danpuou yicriel ape/arctic ku kickuthol e tha theb yupin yook, ka buk bene lar/yath tene raan atet/nicloiapci de guel/luel de kañ danpuou.

### Ba guel/luel de kañ ci yin dan puou guir kede

Dhol puolic ku ba ke ci yin danpuou luel eku ba yook yupe telephone de Feedback and Complaints ne **1800 132 468**.

Da kor raan biyin warthok, a leu bajam kek yook thon dun

- Centrelink ne kony ku weu **131 202**
- Medicare ku Child Support kony **131 450**

A leu ba yook ñad ne:

- interntnyin **humanservices.gov.au/feedback**
- Tuca bustra, DHS Complaints and Feedback. Reply Paid 7788. Canberra Business Centre ACT 2610

### Yin yeku thiεc be:

- yook kuen karec ci yin danpuou
- yook lek tewicin be welke thokthin
- yook kuen telephondou
- koc lui etheek ku rieuakek
- lek yook weleben, tetkekic ku tha loi kek rotthin

### Da cuk ka ci yin danpuou ja piñ/dhom kayook be:

- wet dhuay yin ne tha cieñic/thioñic. Na tha thokeben wet yekudhok nhom niin loic ka 5 ku tholku welke gueldon / lueldon de kañ ci yin dan puou eniin loi ka 10
- Yin abuk yalek te ci jam welkuic yetthin wa lekku yin ke wicyook ajueniiin

### Da kicku gueldon/lueldon de kañ ci yin danpuou thöl

Aleu ba guel / luel de ka ci yin danpuou gaam:

- tene Commonwealth Ombudsman, Dan eyuk yin aci kuacieñ wa ci yin kuac loui
- tene Office of the Australian Information Commissioner, Da e gueldon / lueldon de kañ ci yin danpuou teci welke yenthdu ruot muokthin



# How to make a complaint or provide feedback

## Our complaints and feedback process

If we haven't met our service commitments, we want to hear from you. Your experience can help us improve our service for everyone.

We aim to resolve your complaint or feedback as soon as possible.

If your complaint is complex and unable to be finalised when you first contact us, it may be referred to a specialist complaints officer.

## How to make a complaint or provide feedback

The quickest way to resolve your complaint is to call us on our Feedback and Complaints line **1800 132 468**.

If you require an interpreter, you can speak to us in your own language

- Centrelink services and payments **131 202**
- Medicare and Child Support services **131 450**

You can also write to us either:

- online at [humanservices.gov.au/feedback](https://humanservices.gov.au/feedback)
- by post to, DHS Complaints and Feedback. Reply Paid 7788. Canberra Business Centre ACT 2610

## We ask that you:

- provide details of your complaint
- tell us your preferred outcome
- provide a contact phone number
- be respectful and courteous to staff
- provide complete, accurate and timely information

## After we receive your complaint, we will:

- respond to you as quickly as possible. Generally we will respond to you within 5 working days and resolve your complaint within 10 working days
- keep you informed of the progress of your complaint or inform you if we need more time

## If we are unable to resolve your complaint

You can lodge a complaint with either:

- the Commonwealth Ombudsman, where you believe you were unfairly or unreasonably treated
- the Office of the Australian Information Commissioner, if your complaint relates to the handling of your personal information