



Kako se podnosi žalba ili nudi komentar

Naša procedura za žalbe i komentare

Ako u pružanju usluga nismo ispunili svoje obveze, želimo čuti Vaše mišljenje. Vaše iskustvo nam može pomoći da poboljšamo svoje usluge za sve stranke.

Cilj nam je Vašu žalbu ili komentar riješiti što je prije moguće.

Ako je Vaša žalba složena i ne može biti riješena kad nas po prvi put kontaktirate, možemo je proslijediti specijaliziranom djelatniku za žalbe.

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Vašu žalbu možemo najbrže riješiti ako nas nazovete na naš Feedback and Complaints broj **1800 132 468**.

Ako trebate pomoć tumača, možete razgovarati na svom jeziku

- Centrelink usluge i isplate **131 202**
- Medicare i Child Support usluge **131 450**

Možete nam se pismeno obratiti na jedan od ova dva načina:

- preko interneta na **humanservices.gov.au/feedback**
- poštom na DHS Complaints and Feedback. Reply Paid 7788. Canberra Business Centre ACT 2610

Molimo Vas:

- navedite detalje na što se žalite
- kažite nam kakvo biste rješenje željeli
- navedite svoj telefonski broj
- prema osoblju se odnosite pristojno i s uvažavanjem
- dajte potpune, točne i pravovremene informacije

Nakon što primimo Vašu žalbu, mi ćemo:

- odgovoriti što brže. Općenito, odgovorit ćemo Vam u roku od 5 radnih dana i Vašu žalbu riješiti u roku od 10 radnih dana
- redovito Vam javljati kako napreduje rješavanje žalbe ili Vam javiti ako trebamo više vremena

Ako ne možemo riješiti Vašu žalbu

Možete podnijeti žalbu jednom od ova dva ureda:

- Commonwealth Ombudsman, ako smatrate da smo se prema Vama odnosili nepravedno ili nerazumno
- Office of the Australian Information Commissioner, ako se Vaša žalba odnosi na rukovanje Vašim osobnim informacijama



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
- 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