

Feedback, Compliments and Complaints

Down Syndrome Victoria is committed to providing high quality services and meeting your needs. We value your feedback – including complaints. Please let us know what we do well and where we can improve our services.

- This is a:** Compliment Complaint Comment
- I am a:** Client Family Member Client Representative
 Staff Member Staff Member on behalf of client
 Other _____

Please tell us about your experience at Down Syndrome Victoria

Please share your ideas or suggestions with us

Would you like us to follow up with you on your feedback? Yes No

If yes, please provide your details below:

Full Name _____ Phone _____

Email Address _____

Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by submitting a completed Feedback and Complaints Form;
- by email to: info@dsav.asn.au;
- by phone on 1300 658 873;
- in writing to: Down Syndrome Victoria, 18/71 Victoria Cres, Abbotsford VIC 3067; or
- anonymously, using the Suggestion Box located at Down Syndrome Victoria's Office.

Thank you for taking the time to provide feedback about our service

Your complaint will be formally acknowledged within two working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 days from acknowledgement.

All feedback and complaints will be used by Down Syndrome Victoria to continuously improve our service delivery.

Further Support

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Down Syndrome Victoria's Executive Officer or the President of DSV's Board, or alternatively through any of the following agencies:

National Disability Insurance Agency (NDIS Participants)

Email: feedback@ndis.gov.au

Phone: 1800 800 110

Victorian Department of Health and Human Services

Email: complaints.reception@dhhs.vic.gov.au

Phone: 1300 884 706

Victorian Disability Services Commission

Email: complaints@odsc.vic.gov.au

Phone: 1800 677 342 (TTY 1300 726 563)

Online: www.odsc.vic.gov.au

Skype: Call or email to make an appointment first

Australian Human Rights Commission

Phone: 1300 656 419

Online: www.humanrights.gov.au

Commission for Children and Young People Victoria

Email: childsafes@ccyp.vic.gov.au

Phone: 1300 78 29 78

Office of the Commissioner for Privacy and Data Protection

Phone: 1300 666 444

Online: www.cpd.vic.gov.au

Victorian Ombudsman

Phone: (03) 9613 6222 or (rural callers) 1800 806 314

Online: www.ombudsman.vic.gov.au

Office of the Public Advocate

Phone: 1300 309 337, (03) 9603 9500 or TTY: (03) 9603 9259

Online: publicadvocate.vic.gov.au/opa-feedback-and-complaints

Independent Broad-based Anti-corruption Commission

Phone: 1300 735 135

Online: www.ibac.vic.gov.au

NDIS participants purchasing products and services have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Consumer Affairs Victoria provides information and advice and in some cases, dispute resolution services for customer disputes under the ACL. In addition to Consumer Affairs Victoria, you can also contact the Australian Securities and Investments Commission (ASIC) if you have concerns regarding consumer protection in relation to your finances.