



# Lungtlinlonak asiloah Chimthannak tuah ningcang

## Kan lungtlinlonak le chimthannak ningcang tein tuahnak

Kan riantuannak ah a hman lo mi a um ahcun nan sin in theih kan duh ko. Nan hmuhtonnak nih ahopaoh caah kan riantuannak a thatter deuh khawh.

Nan lungtlinlonak asiloah chimthannak kha a ran khawh chungin le fel tein biakhiah kan itim. Nan lungtlinlonak kha a buaitlakmi, a hnoksakmi a si i kanmah nan kan ton hmasa tikah a dih/dongh khawh lo ahcun, hleikhun a thiammi bawi, nawl ngeitu sinah bawmhna, ruahnak kan hal lai.

## Lungtlinlonak asiloah chimthannak tuah ningcang

Nan lungtlinlonak fel tein biakhiah awk ah a rannak bik lam cu kanmah Feedback and Complaints line **1800 132 468** i auh hi a si.

Holhlettu nan herh ahcun nanmah nan i chuahpi mi holh tein nan kan chawnh khawh.

- Centrelink riantuannak le peknak **131 202**
- Medicare le Child Support riantuannak **131 450**

Hi atang pakhat chingchang zong ah ca nan kan kuat khawh:

- Online in [humanservices.gov.au/feedback](https://humanservices.gov.au/feedback)
- Cakuatnak in, DHS Complaints and Feedback. Reply paid 7788, Canberra Business Centre ACT 2610

## Nan tuah ding mi:

- Nan lungtlinlonak kha a dih umnak in nan chim lai
- Nan duh deuhnak a hungchuakmi thil kha nan kan chimh lai
- Pehtlaihna telefawn numbat nan chim lai
- Riantuantu hna upat, hmaizahnak nan pek hna lai
- A tling, palhna a um lomi le a caan te ah a cangmi thawngthanhnak nan tuah lai

## Nan lungtlinlonak kan hmuh hnuah:

- A ran khawh chungin bialehnak kan in tuah lai. A tlang piin, riantuan ni ninga (5) chungah bialehnak kan in tuah lai i riantuan ni nihra (10) chungah nan lungtlinlonak fel tein bia kan khiah lai
- Nan lungtlinlonak ceih cuahmah mi kha a herh ningin thawng kan in thanh lai

# **Nan lungtlinlonak kha fel tein bia kan in khiah piak khawh lo ahcun**

Hi atang pakhat chingchang ah hin na lungtlinlonak kha na chiah khawh:

- A dik loin asiloah sullam ngei loin an kan tuahto, zohkhenh tiah nan zumh ahcun, **the Commonwealth Ombudsman** ah nan chiah lai
- Nan lungtlinlonak kha nanmah pumpak kong he aa pehtlaimi a si ahcun, **the Office of the Australian Information Commissioner** ah nan chiah lai



# 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