



دواج كوصدوچ سڊ سڭكه ؤه كباؤچ ڀڪٽڀ هڀسڀسٽڀ

ءهڊسڀ دههڪشڀ سڀ هڀسڀسڀ دهڀڪٽڀ هڀڪٽڀ هڀسڀسڀ

ڀ ڪل سڀ هڀسڀسڀ سڀڪٽڀ دڀسڀسڀ، ڪلڀ دڀسڀسڀ هڀسڀسڀ، هڀسڀسڀ، ڀڊ هڀسڀسڀ دڀڪڀسڀ ڪه سڀڪڀسڀ، دڀسڀسڀ سڀ هڀسڀسڀ.

سڀ ڀڪه دڀسڀسڀ سڀڪه هڀسڀسڀ، ؤه دڀڪڀسڀ ڀڪ ڀڪٽڀ هڀسڀسڀ هڀسڀسڀ، ڀڪ هڀسڀسڀ دڀڪڀسڀ هڀسڀسڀ سڀڪه هڀسڀسڀ، هڀسڀسڀ سڀڪه هڀسڀسڀ هڀسڀسڀ سڀڪه هڀسڀسڀ، ڀڪ هڀسڀسڀ هڀسڀسڀ، هڀسڀسڀ سڀڪه هڀسڀسڀ هڀسڀسڀ هڀسڀسڀ سڀڪه هڀسڀسڀ.

دواج كوصدوچ سڊ سڭكه ؤه كباؤچ ڀڪٽڀ هڀسڀسڀ

ءهڊسڀ سڀ هڀسڀسڀ سڀ هڀسڀسڀ سڀڪه هڀسڀسڀ، ڀڪه دڀسڀسڀ، ڀ ڀڪ سڀ هڀسڀسڀ د Feedback and Complaints هڀسڀسڀ 1800 132 468.

- هڀسڀسڀ هڀسڀسڀ، ڪڀسڀ هڀسڀسڀ، هڀسڀسڀ، دڀسڀسڀ هڀسڀسڀ، ڀڪ هڀسڀسڀ هڀسڀسڀ، 131 202 سڀ هڀسڀسڀ هڀسڀسڀ د Centrelink
- 131 450 سڀ هڀسڀسڀ د Medicare هڀسڀسڀ د Child Support

ڀڪه هڀسڀسڀ، دڀسڀسڀ، ڀڪ:

- هڀسڀسڀ دڀسڀسڀ ڀڪ هڀسڀسڀ humanservices.gov.au/feedback.
- هڀسڀسڀ دڀسڀسڀ سڀ: DHS Complaints and Feedback. Reply Paid 7788. Canberra Business Centre ACT 2610

ڀڪٽڀ سڀ:

- دڀسڀسڀ، ڀ ڪهڀڪڀ دڀسڀسڀ هڀسڀسڀ.
- دڀسڀسڀ، ڀ ڀڪ سڀ هڀسڀسڀ هڀسڀسڀ دڀسڀسڀ، ڀڪه هڀسڀسڀ.
- دڀسڀسڀ، ڀ ڀڪ هڀسڀسڀ دڀسڀسڀ، هڀسڀسڀ ڀڪه هڀسڀسڀ.
- دڀسڀسڀ، هڀسڀسڀ هڀسڀسڀ هڀسڀسڀ ڀڪ هڀسڀسڀ.
- دڀسڀسڀ، ڀ هڀسڀسڀ دڀسڀسڀ، هڀسڀسڀ، هڀسڀسڀ هڀسڀسڀ سڀڪه هڀسڀسڀ.

هڀ سڀ دڀسڀسڀ ڀ سڀڪه هڀسڀسڀ، ڀسڀ ڀڪ:

- ڀڪه هڀسڀسڀ، ڀڪ هڀسڀسڀ دڀسڀسڀ هڀسڀسڀ سڀڪه هڀسڀسڀ، ڪڀسڀ هڀسڀسڀ ڀڪ ڀڪه هڀسڀسڀ، هڀسڀسڀ د 5 هڀسڀسڀ دڀسڀسڀ هڀسڀسڀ ڪه سڀڪه هڀسڀسڀ، هڀسڀسڀ د 10 هڀسڀسڀ.
- هڀسڀسڀ هڀسڀسڀ، دواج ڪڀسڀ ڀڪ سڀڪه هڀسڀسڀ، دڀسڀسڀ سڀڪه هڀسڀسڀ هڀسڀسڀ، هڀسڀسڀ هڀسڀسڀ هڀسڀسڀ، هڀسڀسڀ هڀسڀسڀ.

ڀ ڪل سڀ هڀسڀسڀ ڀڪه هڀسڀسڀ سڀڪه هڀسڀسڀ

هڀسڀسڀ، دڀسڀسڀ هڀسڀسڀ، سڀڪه هڀسڀسڀ سڀ:

- Commonwealth Ombudsman، هڀسڀسڀ هڀسڀسڀ، سڀ دڀسڀسڀ هڀسڀسڀ، ڪل سڀ هڀسڀسڀ، ڪل سڀ هڀسڀسڀ، ؤه سڀ
- Office of the Australian Information Commissioner، هڀسڀسڀ هڀسڀسڀ، هڀسڀسڀ، ڪه هڀسڀسڀ دڀسڀسڀ ڀڪ هڀسڀسڀ هڀسڀسڀ، ڀڪه هڀسڀسڀ.



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