



Kif tagħmel ilment jew kif tagħti l-kummenti tiegħek

Il-proċess ta' tagħna tal-ilmenti u tal-kummenti

Jekk aħna ma ssodisfajniex l-impenji ta' tagħna tas-servizz, aħna rridu nisimgħu mingħandek. L-esperjenza tiegħek tista' tgħinna ntejbu s-servizz ta' tagħna għal kulhadd.

L-għan ta' tagħna hu li nrrisolvu l-ilment jew il-kummenti tiegħek malajr kemm jista' jkun. Jekk l-ilment tiegħek hu kkomplikat u ma setax jiġi risolt meta kkuntattjatna l-ewwel darba, jista' jintbagħat għand uffiċjal li jispeċjalizza fl-ilmenti.

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L-ehfef mod kif insolvu l-ilment tiegħek hu billi ċċemplilna fuq il-linja telefonika ta' tagħna tal-Feedback and Complaints fuq **1800 132 468**.

Jekk għandek bżonn interpretu, int tista' tkellimna bil-lingwa tiegħek

- Servizzi u pagamenti ta' Centrelink **131 202**
- Servizzi ta' Medicare u Child Support **131 450**

Int tista' wkoll tiktbilna jew:

- onlajn humanservices.gov.au/feedback
- bil-posta lil, DHS Complaints and Feedback. Reply Paid 7788. Canberra Business Centre ACT 2610

Aħna nitolbuk li:

- tipprovdi d-dettalji dwar l-ilment tiegħek
- tgħidilna x'tixtieq li jsir
- tipprovdi numru ta' fejn jikkuntattjawk bit-telefon
- turi rispett u korteżija mal-istaff
- tagħti t-tagħrif kollu, eżatt u fil-hin

Wara li nircievu l-ilment tiegħek, aħna ser:

- inwegbuk malajr kemm jista' jkun. Generalment aħna ser nrrispondu f' 5 għanet tax-xogħol u nrrisolvu l-ilment tiegħek f' 10 għanet tax-xogħol
- inżommuk infurmat dwar il-progress tal-ilment tiegħek jew navżawk jekk għandna bżonn aktar hin

Jekk ma nistgħux nrrisolvu l-ilment tiegħek

Int tista' titfa' l-ilment ma':

- il-Commonwealth Ombudsman, meta temmen li int ġejt stmat b' mod mhux ġust jew mhux raġjonevoli, jew
- l-Office of the Australian Information Commissioner, jekk l-ilment tiegħek għandu x'jaqsam mal-immaniġġjar tat-tagħrif personali dwarek



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