



# E faapefea ona fai se faitioga poo le tuuina mai o ni manatu

## O le faiga faasolo e matou o faitioga ma manatu e tuuina mai

Afai e matou te le o faamalieina a matou auaunaga, matou te fia faalogo atu i ni a outou saunoaga. O lo outou silafia ma tomai e mafai ona fesoasoani ia matou mo le faaleleiina o a matou auaunaga mo tagata uma lava.

O o matou faanaunaga ia vave fo'ia a outou faitioga ma manatu tuuina mai i le vave e mafai ai. Afai e loloto ma fenumia'i lau faitioga ma ua le mafai ona faaumaina, atonu ua faasino atu i se tagata ofisa faapitoa mo le iloiloina toto'a.

## E faapefea ona fai se faitioga poo le tuuina mai o ni manatu

O le auala pito vave e fo'ia ai lau faitioga o lou valaau mai lea i a matou i la matou laina o le Feedback and Complaints i le **1800 132 468**.

Afai e te manaomia se faamatalaupu, e mafai ona e talanoa mai ia matou i lau lava gagana

- Centrelink auaunaga ma peimeni **131 202**
- Medicare ma le Child Support auaunaga **131 450**

E mafai foi ona e tusi mai ia matou i le poo le:

- online i le **[humanservices.gov.au/feedback](https://humanservices.gov.au/feedback)**
- lafo i le meli, DHS Complaints and Feedback. Reply Paid 7788. Canberra Business Centre ACT 2610

## Matou te fesiligia oe ia e:

- tuuina mai auiliiliga o lau faitioga
- ta'u mai le faai'uga e te manao i ai
- tuu mai le numera o le telefoni e fesoata'i atu ai
- ia e faaalalo ma aga lelei i le aufaigaluega
- tuuina mai faamatalaga atoa, sa'o ma ia tatau mo le taimi

## A taunuu mai loa lau faitioga, o le a matou:

- tali atu loa i le vave e mafai ai, O le mea masani lava matou te tali atu i totonu o le 5 aso faigaluega, ma faafo'ia lau faitioga i totonu o le 10 aso faigaluega.
- ta'uina atu ia oe tulaga ua o'o i ai lau faitioga pe ta'u atu foi e matou te manaonia sina taimi faaopopo atu.

# **Afai ae le mafai ona matou fo'ia lau faitioga**

E mafai la ona e tuuina atu lau faitioga i le, poo le:

- le Commonwealth Ombudsman, pe a e talitonu ua le fetau le faiga o oe poo ua leaga le faapogai ua fai lea tulaga ia oe
- le Office of the Australian Information Commissioner, pe afai o lau faitioga e faatatau i le auala sa tagolimaina ai faamatalaga patino tau ia oe lava ia.



# 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