



Kako da podnesete žalbu ili date komentar

Naša procedura za podnošenje žalbi i komentare

Ako pri pružanju usluga nismo ispunili svoje obaveze, želimo čuti od vas. Vaše iskustvo nam može pomoći da poboljšamo svoje usluge svima.

Cilj nam je da vašu žalbu ili komentar riješimo što brže.

Ako je vaša žalba komplikovana i ne može biti riješena kad nas prvi put kontaktirate, možemo je prosljediti specijalizovanom službeniku za žalbe.

Kako da podnesete žalbu ili date komentar

Vaša žalba se može najbrže riješiti ako nas nazovete na naš Feedback and Complaints broj **1800 132 468**.

Ako vam je potrebna pomoć tumača, možete razgovarati na svom jeziku

- Centrelink usluge i isplate **131 202**
- Medicare i Child Support usluge **131 450**

Možete nam se pismeno obratiti na jedan od ova dva načina:

- preko interneta na **humanservices.gov.au/feedback**
- poštom na DHS Complaints and Feedback. Reply Paid 7788. Canberra Business Centre ACT 2610

Molimo da:

- navedete detalje na šta se žalite
- kažete nam kakav rezultat želite
- navedete svoj telefonski broj
- prema osoblju postupate pristojno i s uvažavanjem
- date potpune, tačne i pravovremene informacije

Kad primimo vašu žalbu, mi ćemo:

- odgovoriti što brže. Najčešće, odgovorit ćemo vam u roku od 5 radnih dana, a vašu žalbu riješiti u roku od 10 radnih dana
- redovno vam javljati kako napreduje obrada žalbe ili vam javiti ako nam treba više vremena

Ako ne možemo riješiti vašu žalbu

Možete se žaliti na jedno od ova dva mjesta:

- Commonwealth Ombudsman, ako vjerujete da smo prema vama postupali nepravedno ili nerazumno
- Office of the Australian Information Commissioner, ako se vaša žalba odnosi na postupke s vašim ličnim informacijama



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