



INDEPENDENT
DISABILITY SERVICES

Changing lives, empowering people



**You can call us
03 9340 5100**

Making a complaint

to, or about Independent Disability Services



A complaint is telling someone that you are not happy with something about the services and support we offer.



We take your complaints seriously and will help you fix the problem.



Your complaint can help to make our services better for you and other IDS Clients.

It can help us:

- understand what made you unhappy
- fix the problem
- let you know why something happened
- say sorry



It is against the law for people for a worker from IDS to treat you badly if you make a complaint.



If you have a complaint talk to the person from Independent Disability Services first.



If they have not helped we have a complaint form you can fill out. You can ask for help from a friend or family member to write the complaint for you.



Send your complaint to:
**IDS Complaints, Level 3, 60 Leicester Street,
Carlton, Victoria 3053.**



A manager from IDS will call you and try to resolve your problem, if he or she cannot they ask the Chief Executive Officer to help.

The details of your complaint will be dealt with in a caring way that safeguards your privacy.

If you are not happy with how we have dealt with your complaint you can contact:



Office of the Disability Commissioner
Telephone 1800 677 342

**Victorian Equal Opportunity and Human Rights
Commission**
Telephone 1300 292 153

Ombudsman Victoria
Telephone 9613 6222 or 1800 806 314

Office of the Victorian Privacy Commissioner
Telephone 1300 666 444



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help, you can call us
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Complaints Form

First Name:

Last Name:



Telephone:



Mobile:



Email:



Address:



What is your complaint about?



What would you like to happen?

When you have filled out this form send it to:
**IDS Complaints,
Level 3, 60 Leicester Street, Carlton, Victoria 3053.**

We will call you within 5 working days.



Phone: 03 9340 5100



Email: admin@idsa.org.au



Fax: 03 9340 5102