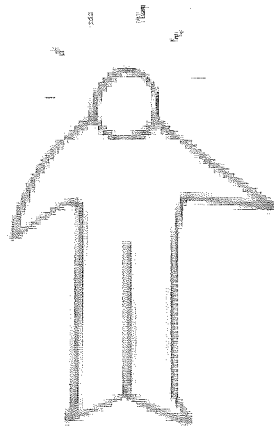
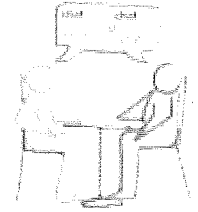


## COMPLAINTS

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**It's OK to speak up – you should  
tell someone if you are unhappy,  
they could help you**



## What is a Complaint?

A complaint is telling someone that you are not happy with someone OR something. It is OK to complain, you will not be in any trouble for speaking out.

## When to make a complaint

When someone or something at Villa Maria Disability Services is bothering you or making you unhappy, let someone you feel comfortable with know – they can help you.

## Some Reasons you Might Complain

- Being treated badly or unfairly
- People yelling at you or you feel you are being bullied
- Forced to do something that makes you unhappy
- Problems with friends or staff
  - People don't listen to you
  - You have been hurt
  - People don't let you make your own decisions
  - Unable to get what you need
- Staff make personal phone calls in your time or arrive late
  - Not going places you want to go
  - Feeling left out



## **How To Make a Complaint – Who can Help You**

If someone is making you unhappy try talking to them

Or

Tell another person you feel comfortable with – a staff member,  
Team Leader/Coordinator or Manager

Or

Write down your complaint and give it to a staff member, Team  
Leader/Coordinator or Manager – you can ask someone to  
help you do this if you need

Remember, other people can help you too – parents,  
advocates, friends



## **What will Happen After a Complaint Has been Made?**

Complaints are treated as confidential, dealt with promptly,  
recorded in writing and processed accordingly.

You will be kept informed about what is happening and while the  
problem is being sorted out.

Staff will make sure that the problem gets sorted out in the best  
way FOR YOU and you are happy with the outcome



## **Villa Maria Disability Services**

Name of Service:

Team Leader:

Contact Numbers

Line Manager:

Contact Numbers:

### **Other Services That Can Help:**

Disability Services Commissioner

PH: 1800 677 342

Office of the Public Advocate

PH; 9603 9500

Equal Opportunity Commission

PH: 9281 7111

Victoria Legal Aid Commission

PH: 9269 0234

Disability Information Line

PH: 1300 650 865