



Do you have a complaint about our services or our work?

Yes! Then we would be happy to hear from you. Your feedback will help us to make our services better.

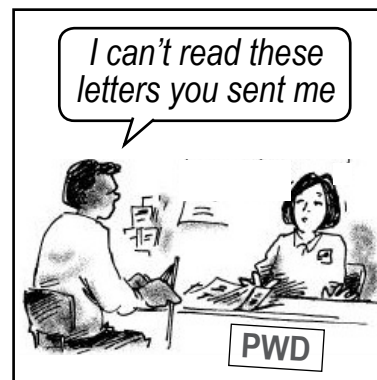
What you can complain about

You can complain about anything to do with our work.

For example, you can make a complaint if you think that



→ we have not given you fair access to our services.



→ we have not given you a service in the way you need it.



→ we have not talked to you before making decisions.



→ we have not kept your personal information private.



➔ How PWD works with complaints

PWD will:

- take the complaint seriously
- take action on the complaint quickly
- treat everyone fairly.

PWD will not punish anyone for making a complaint.

When to make a complaint

First, talk to the person you have a problem with.

- If the person does not fix the problem
or
- you do not want to talk to the person

then you can make a formal complaint.



➔ How to make a complaint

- You can make a complaint in writing to an Executive Director of PWD
or
- you can make a complaint by telling someone at PWD. They will write down your complaint for you and give it to an Executive Director.

If your complaint is about an Executive Director, then you can make your complaint to the President of PWD.

What to say in your complaint

Your complaint should:

- say what the problem is
- say how you think the problem can be fixed
- include any other information that supports your complaint.



➔ What PWD will do about the complaint

1. The Executive Director will appoint a person to look at the complaint and work out what needs to be done about it (**Complaint Resolution Officer**).
2. The Complaint Resolution Officer will talk with you, the person you have the problem with, and anyone else who is supporting you with your complaint.
3. The Complaint Resolution Officer will then say what should be done.



➔ If you are not happy with the outcome of the complaint

You can ask an Executive Director or the Board of PWD to review the outcome of the complaint.

We will also tell you about organisations outside PWD that may be able to help resolve the complaint.

Important notes

- You can make a complaint without giving your name, but it will make it easier to fix the problem if we know your name.
- We will keep your complaint private.
We will tell only those people that need to know so that the problem can be fixed.
- You can use a support person to help you make a complaint.
- We can get you an advocate or interpreter if you need support to make a complaint.

This brochure is a summary of PWD's Service User Complaint Resolution Policy and Procedure. If you would like a copy of the full policy, contact PWD on one of the numbers below. You can also download the full policy from our website at www.pwd.org.au

How to contact PWD

- **Phone: 02 9370 3100**
Free call: 1800 422 015 (outside Sydney)
- **Telephone typewriter: 02 9318 2138**
Free call: 1800 422 016
- **National Relay Service:** call **1800 555 677** and ask them to call People with Disability Australia for you.
- For an interpreter, call the **Translating and Interpreting Service** on **131 450** and ask them to call People with Disability Australia for you.
- **Fax: 02 9318 1372**
- **Email:** pwd@pwd.org.au
- **Mail:** PO Box 666, Strawberry Hills NSW 2012

If you need help understanding this information, please call the Translating and Interpreting Service on 13 14 50 and ask them to call us on 02 9319 6622.

إذا كنت بحاجة للمساعدة لفهم هذه المعلومات فالرجاء الاتصال مع خدمة الترجمة الخطية والشفهية على الرقم 13 14 50 واطلب منهم الاتصال بنا على الرقم 02 9319 6622.

အကယ်၍ အသိသည် ဤသတင်း အကြောင်းအရာကို နားလည်ရန် အကူအညီ လိုအပ်ပါက Translating and Interpreting Service (ဘာသာပြန် နှင့် စကားပြန်လုပ်ငန်းဌာန) 13 14 50 သို့ ကျေးဇူးပြု၍ ဆက်ခေါ်ပြီး ကျွန်ုပ်တို့အား 02 9319 6622 နှင့် ဆက်ခေါ်ရန်တောင်းဆိုပါ။

如果您在了解這份資料方面需要幫助，請致電 13 14 50 聯絡翻譯及傳譯服務要求他們代致電 02 9319 6622 聯絡我們。

Ako trebate pomoć da biste razumjeli ove informacije, molimo pozovite prevodilačku službu Translating and Interpreting Service na 13 14 50 i zatražite da nas nazovu na 02 9319 6622.

Kung kayo ay nangangailangan ng tulong para maunawaan ang impormasyong ito, tawagan po ang Translating and Interpreting Service sa 13 14 50 at hilinging tawagan nila kami sa 02 9319 6622.

Falls Sie Hilfe benötigen, um diese Information zu verstehen, rufen Sie bitte den Übersetzer- und Dolmetscherdienst *Translating and Interpreting Service* unter der Telefonnummer 13 14 50 an und bitten Sie darum, dass ein Mitarbeiter uns unter der Telefonnummer 02 9319 6622 anruft.

Αν χρειάζεστε βοήθεια για να καταλάβετε αυτές τις πληροφορίες, παρακαλούμε τηλεφωνήστε στην Υπηρεσία Μεταφραστών και Διερμηνέων, τηλ. 13 14 50 και ζητήστε τους να μας τηλεφωνήσουν στο 02 9319 6622.

यदि इस जानकारी को समझने के लिए आपको मदद चाहिए तो कृपया भाषांतरण एचमू दुभाषिया सेवा को 13 14 50 पर फोन करें और उन्हें कहें कि हमें 02 9319 6622 पर फोन करें।

Ha segítségre van szüksége, hogy ezt az információt megértse, kérem hívja a Tolmács és Fordító Szolgálatot a 13 14 50 telefonszámon és kérje hogy hívják 02 9319 6622 telefonszámot.

Se avete bisogno di aiuto per comprendere queste informazioni, siete pregati di chiamare il servizio telefonico di interpretariato '*Translating and Interpreting Service*' al 131450 e chiedete loro di chiamarci al 02 9319 6622.

이 정보를 이해하는데 도움이 필요하시면 통번역 13 14 50 으로 전화하여 통역에게 02 9319 6622 로 우리에게 전화하도록 요청하십시오.

Jekk tkun trid ghajjnuna biex tifhem dan it-taghrif, jekk joghgbok cempel it-Translating and Interpreting Service fuq 13 14 50 u staqsiehom biex icemplulna fuq 02 9319 6622.

Ако ви треба помош да ги разберете овие информации, ве молиме телефонирајте во Translating and Interpreting Service (Служба за писмено и усмено преведување) на 13 14 50 и замолете ги да ни се јават на 02 9319 6622.

Jeśli potrzebujesz pomocy w zrozumieniu tego pisma, proszę zadzwoń do tłumacza do przysięgłego (Tranlating and Interpreting Service) pod numer 131 450 i poproś go o kontakt z nami pod numer: 02 9319 6622.

Ако вам је потребна помоћ да разумете ове информације, назовите Службу преводилаца и тумача (Translating and Interpreting Service) на 13 14 50 и замолите да нас назову на број 02 9319 6622.

Si necesita ayuda para entender esta información, por favor llame al Translating and Interpreting Service (Servicio de Traducción e Interpretación) al 13 14 50 y pídale que nos llamen al 02 9319 6622.

Mak presisa tulun atu hatene informasaun ida nee karik, favor ida dere arame ba Servisu Durbasa nian (Translation and Interpreting Service) hosi 13 14 50 atu husu sira bele dere arame mai ami hosi 02 9319 6622.

Bu bilgileri anlamakta yardıma gereksinmeniz varsa lütfen 13 14 50 numaradan Yazılı ve Sözlü Çeviri Servisini arayın ve bizi 02 9319 6622 numaradan aramalarını rica edin.

Nếu cần được giúp đỡ để hiểu rõ về tài liệu này xin gọi cho Dịch Vụ Thông Ngôn, Phiên Dịch : 13 14 50 và yêu cầu họ gọi cho chúng tôi ở số 02 9319 6622.