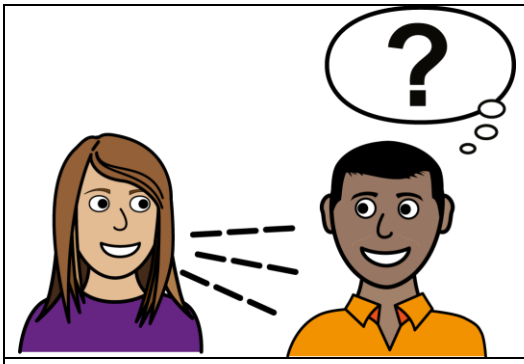
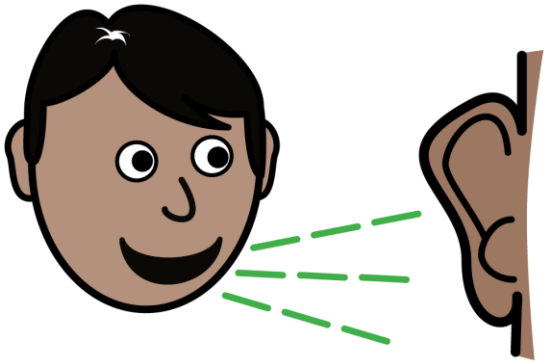
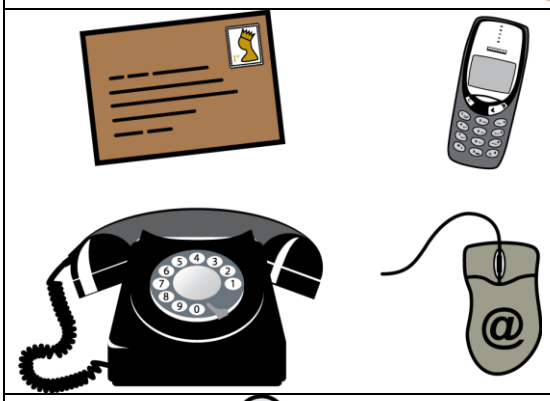
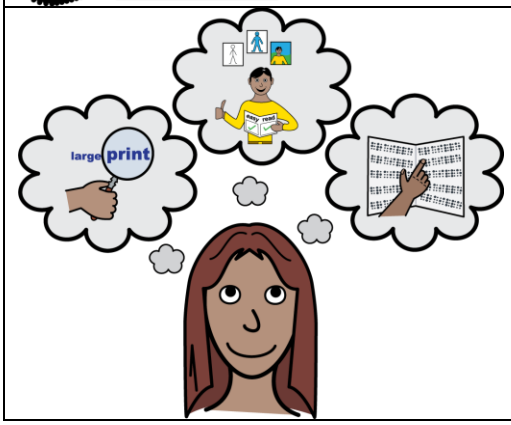
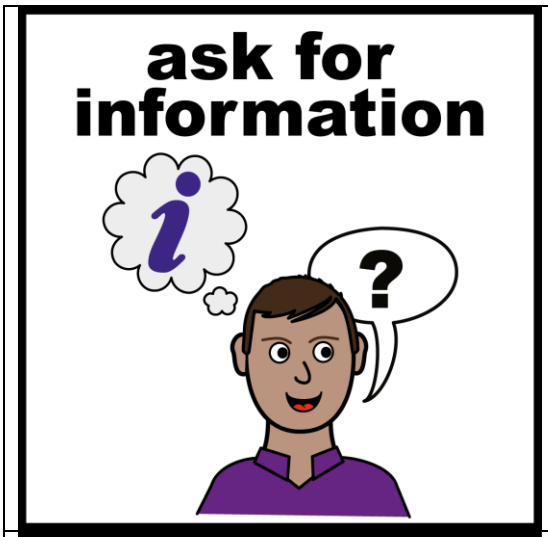
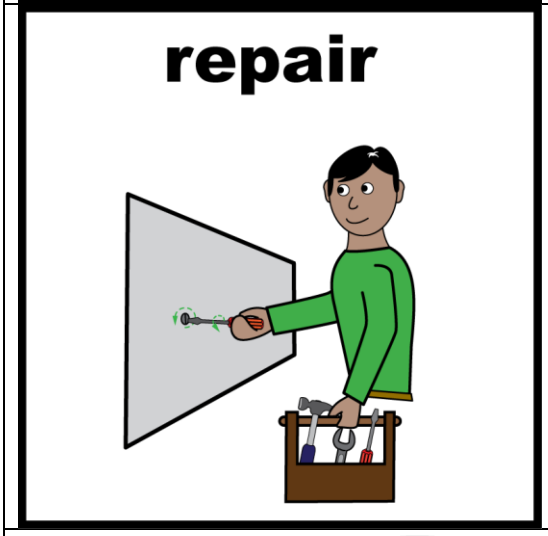
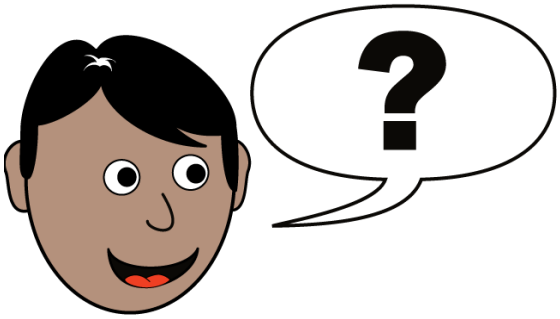
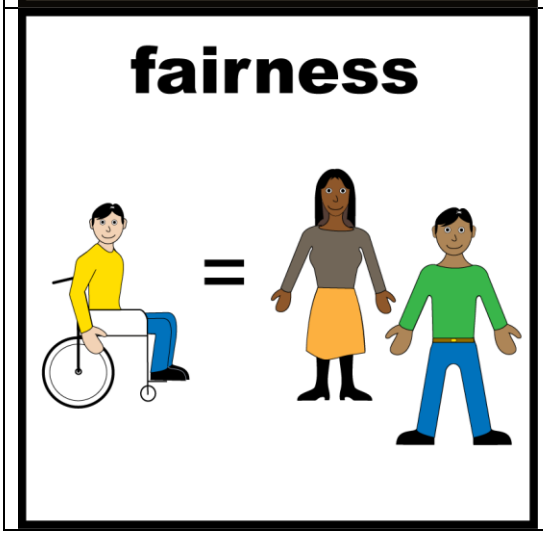
Complaint Handling Policy

	If you are not happy, you can tell us. You can complain about: • a service • a decision • how something was handled
	We listen to complaints and use them to improve.
	You can contact us online, by email, phone, in person or by post.
	Tell us: • what happened • where it happened • what you would like us to do. You can stay anonymous, but we may need more information.

	You can ask someone to help you. You can use an interpreter. You can ask for disability support.
	Step 1: We try to fix the problem
	Step 2: We investigate if needed. This can take up to 10 working days.

	Step 3: You can ask for a review. This can take up to 20 working days.
	Step 4: You can contact an external organisation, like the Victorian Ombudsman, if you are still unhappy.
	We will: • treat you with respect • be fair • protect your privacy • explain our decisions.

	We will say sorry, fix the problem where we can, and learn from what happened.
	Some complaints follow different rules. We will help you find the right process.