

How to make a complaint about RIAC

Easy Read version

When you see the word 'we', it means the **Rights Information and Advocacy Service**, or **RIAC**.

You can find the other document on our website at www.riac.org.au



This guide tells you how to make a complaint if you are not happy with our services.



If you have asked for support from RIAC and you are not happy or do not feel that you were treated well, you have the right to complain.



For example, your advocate/worker made you feel bad, they did not do their job, or you do not think that they did the right thing.

You can call, write to, or email our Complaints person.



You can send an email to **qam@riac.org.au**



You can call or text us on **0491 208 110**



You can write a letter and send this to **PO Box 1763 Shepparton Vic 3630.**

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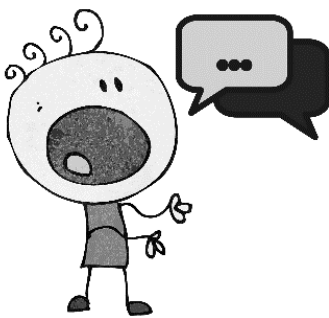
Our complaints person will then get back to you in 5 working days from receiving your complaint.



They will then look at your complaint and try to resolve it as quickly as they can.



If you are still not happy with us, you can take your complaint to an outside service who deals with complaints.



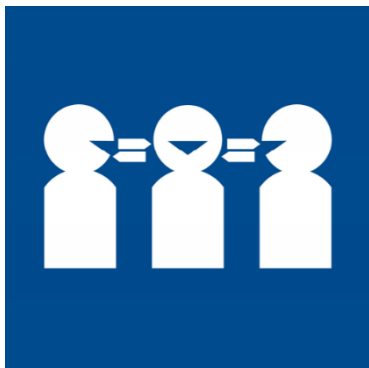
The Complaints Resolution and Referral Service can help you. You can call them on:

1800 880 052 (toll free).

Let them know that you are not happy with your service from RIAC and that you would like to make a complaint.



Callers who are deaf or have a hearing or speech impairment can contact the National Relay Service (NRS) by calling **1800 555 677** then asking for **1800 880 052**



If you do not speak English, you can use the Translating and Interpreting Service (TIS) by calling **13 14 50**

Some Examples of when you may want to make a complaint:

- The worker treated you in way which made you feel uncomfortable or sad.
- The worker physically hurt you.
- The worker did not listen to you.
- The worker did not keep your information private.