





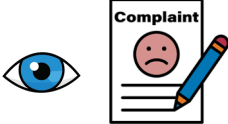

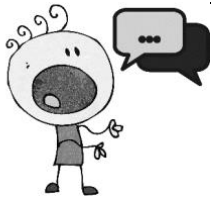






How to make a complaint about RIAC

Easy Read

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

	<p>This guide tells you how to make a complaint if you are not happy with our services.</p>
	<p>If you asked RIAC for help and are not happy with the help you got or feel you were not treated well, you have a right to complain.</p>
	<p>You can call, write to, or email our complaints person.</p>
	<p>You can send an email to our complaint's person at feedbackandcomplaints@riac.org.au</p>
	<p>You can call or text us on 0491 208 107</p>
	<p>You can write a letter and send this to PO Box 1763 Shepparton Vic 3630.</p>
	<p>When we get your complaint, we will have a look at it and make contact with you</p>
	<p>If you are still not happy with us, you can take your complaint to an outside service who deals with complaints.</p>
	<p>The Complaints Resolution and Referral Service can help you. You can call them on: 1800 880 052 (toll free).</p>

	<p>Let them know that you are not happy with your service from RIAC and that you would like to make a complaint.</p>
	<p>You can also make a complaint about any worker to the Victorian Disability Worker Commission.</p> <p>You can do this by filling out an online form at www.vdwc.vic.gov.au</p> <p>You can call them on: 1800 497 132</p> <p>Write to them at GPO Box 181, Melbourne 3001.</p>
	<p>If you are over 65 years of age and are not happy with your service, you can call the Aged Care Quality and Safety Complaints line on</p> <p>Call: 1800 951 822</p> <p>Visit: Homepage Aged Care Quality and Safety Commission</p> <p>Write to:</p> <p>Aged Care Quality and Safety Commission GPO Box 9819, in your capital city</p>
	<p>Callers who are deaf or have a hearing or speech impairment can contact the</p> <p>National Relay Service (NRS)</p> <p>Call: 1800 555 677 then asking for 1800 880 052</p>
	<p>If you do not speak English, you can use the Translating and Interpreting Service (TIS)</p> <p>Call: 13 14 50</p>