**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.

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| How to make a complaint | Your Rights ... | **This guide tells you how to make a complaint if you are not happy with our services.** |
|  | **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.** |
| **A white envelope with a letter on it  AI-generated content may be incorrect.** | **You can call, write to, or email our complaints person.** |
| **A white envelope with a letter on it  AI-generated content may be incorrect.** | **You can send an email to our complaint’s person at** [feedbackandcomplaints@riac.org.au](mailto:feedbackandcomplaints@riac.org.au) |
|  | **You can call or text us on 0491 208 107** |
| **A white envelope with a black background  AI-generated content may be incorrect.** | **You can write a letter and send this to PO Box 1763 Shepparton Vic 3630.** |
| Eye vector illustration. Cartoon eye ...How to make a complaint | Your Rights ... | When we get your complaint, we will have a look at it an make contact with you |
|  | **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.** |
|  | **You can also make a complaint about any worker to the Victorian Disability Worker Commission.**  **You can do this by filling out an online form at** [www.vdwc.vic.gov.au](http://www.vdwc.vic.gov.au)  **You can call them on: 1800 497 132**  **Write to them at GPO Box 181, Melbourne 3001.** |
|  | **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 Call:1800 951 822**  **Visit:** [Homepage | Aged Care Quality and Safety Commission](https://www.agedcarequality.gov.au/)  **Write to:**  **Aged Care Quality and Safety Commission**  **GPO Box 9819, in your capital city** |
| See the source image | **Callers who are deaf or have a hearing or speech impairment can contact the**  **National Relay Service (NRS)**  **Call: 1800 555 677 then asking for 1800 880 052** |
|  | **If you do not speak English, you can use the Translating and Interpreting Service (TIS)**  **Call: 13 14 50** |