



## UNITED CARE AUSTRALIA PTY LTD

### Complaints Form

<b>Person making the complaint</b>			
<b>First Name</b>		<b>Surname</b>	
<b>Who is the complaint about? (select)</b>			
<input type="checkbox"/> Self			
<input type="checkbox"/> On behalf of someone else (provide details below- e.g. carer, advocate, family, another agency)			
<b>Preferred method of contact: Please select one or more of the below methods</b>			
If you have any special communication needs (e.g. interpreter) please provide details below.			
<input type="checkbox"/> Home Phone		<input type="checkbox"/> Work phone	
<input type="checkbox"/> Mobile		<input type="checkbox"/> Other	
<input type="checkbox"/> Email			
<b>What is your complaint about?</b> Provide details of your complaint below. If your complaint is about a service please provide the name and address or at least the suburb. (Attach another page if necessary)			
<b>Have you already discussed your complaint with any of our staff?</b> Please provide details below			
<b>Have you contact anyone else regarding this complaint?</b>			
<input type="checkbox"/> Yes – Please provide details.			
<input type="checkbox"/> No			
<b>Would you like to be involved in the resolution process?</b>			
<input type="checkbox"/> Yes			
<input type="checkbox"/> No			
<b>What outcome would you like from this complaint?</b>			

Would you like feedback on the resolution of this complaint?
<input type="checkbox"/> Yes
<input type="checkbox"/> No

**What can I do if I am not happy with the outcome of the complaint?**

If you are dissatisfied with the outcome provided by Australian Home Care & Disability Services, you can make a complaint to:

Disability Services Commissioner  
 Level 20, 570 Bourke Street,  
 Melbourne, Victoria, 3000 Australia  
 Call for enquiries or complaints - 1800 677 342  
 Email for enquiries or complaints - [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

OR YOU COULD CONTACT THE DISABILITY SERVICES COMMISSIONER DIRECTLY AND LODGE YOUR COMPLAINT.

**Document revision history**

Version	Date	Comments	By whom?
V1	20/09/18	Date developed	BD
V2	23/05/19	Change in company name, logo and reformatted document	BD