

**SECTION A - EXTERNAL  
Complaint Management**

**THIS FORM IS FOR PEOPLE WHO HAVE A COMPLAINT ABOUT wdea SERVICES**

We want to make sure our services work for you. We will listen to feedback and complaints and we are committed to learning from individual experiences to improve the service we provide.

We would like to know if you believe:

- You were given unsatisfactory service
- Did not receive enough information or choice
- Denied respect, dignity or privacy

WDEA will only collect, use and disclose your personal information as per law requirements. Reference to the WDEA Privacy Policy (*available on the WDEA Web site or by request*)

**If you have any questions about this form or need help to put your complaint in writing please contact your local site or call Head Office on (03) 5561 2579**

<p><b>I am the person making the complaint</b></p>	<input type="checkbox"/>	<p><b>Please complete section 1 and 3 below</b></p>
<p><b>I am making a Complaint on a person's behalf</b></p>	<input type="checkbox"/>	<p><b>Please complete Section 1 ,2 and 3 below</b></p>

**SECTION A - EXTERNAL  
Complaint Management**

**Section 1:  
Please complete the following details**

First Name			
Last Name			
Address			Post Code
Contact phone number			
Email (if any)			
Please tell us if you need any help with communicating to us <i>eg. interpreter</i>			
I wish to be identified as a person of Aboriginal and or Torres Strait Island descent	Yes	No	
	<input type="checkbox"/>	<input type="checkbox"/>	
<b>PLEASE SIGN</b>	<b>NAME</b>	<b>SIGNATURE</b>	<b>DATE</b>

**SECTION A - EXTERNAL  
Complaint Management**

**Section 2:**

**Are you making the complaint on behalf of someone else?**

<b>NO</b>	<input type="checkbox"/>	<b>YES</b>	<input type="checkbox"/>	If yes, please complete <b>all</b> of the following information			
First Name							
Last Name							
Address						Post Code	
Contact phone number							
Email (if any)							
Please tell us if you need any help with communicating to us <i>eg. interpreter</i>							
I wish to be identified as a person of Aboriginal and or Torres Strait Island descent	Yes		No				
	<input type="checkbox"/>		<input type="checkbox"/>				
Your relationship to the person receiving the Service <i>eg: parent, advocate, guardian, carer etc.</i>							
Does the person above know you are making a complaint on their behalf	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>			
If No, please provide reasons why							
Do you agree that we can talk about this complaint with the person who received the service	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>			
If no, please provide reasons why							
<b>PLEASE SIGN</b>	NAME		SIGNATURE		DATE		

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Complaint Management**

**Section 3**

**Details of the WDEA Service that the complaint is about?**

WDEA ENTERPRISES	<input type="checkbox"/>	WDEA COMMUNITY	<input type="checkbox"/>
WDEA EMPLOYMENT	<input type="checkbox"/>	WDEA CORPORATE	<input type="checkbox"/>
Other	<input type="checkbox"/>		

**I have attempted to resolve this issue and have spoken with the following person at WDEA**

NAME	
TITLE	
SITE	
Date discussion took place	

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Complaint Management**

**PLEASE COMPLETE THE FOLLOWING**

**Please tell us what your main concerns are, including what events led to making the complaint, approximate dates and who was involved.**

*If you need more room please write on back or attach extra pages thank you*

Initial : Person making complaint	
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Complaint Management**

**WHAT WOULD YOU LIKE TO HAPPEN ?  
 (please outline the things you want to happen to resolve your complaint)**

Initial : Person making complaint	
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**OFFICE USE**

date received		Date updated on register		Identification Number:	
Copy sent to related site Manager/Director					

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**Complaint Management**

**Or you may choose to register the complaint with the assistance of an advocate or outside agency.**

<b>Fair Work Australia</b>	<b>Phone: 1300 799 675</b> <a href="http://www.fwa.gov.au">http://www.fwa.gov.au</a>
<b>Australian Human Rights Commission</b>	<b>Complaints Info line: 1300 369 711</b> <a href="http://www.hreoc.gov.au/complaints_information/complaints.html">http://www.hreoc.gov.au/complaints_information/complaints.html</a>
<b>Victorian Equal Opportunity and Human Rights Commission</b>	<b>Phone: 1300 891 858</b> <a href="http://www.humanrightscommission.vic.gov.au/">http://www.humanrightscommission.vic.gov.au/</a>
<b>South West Advocacy Association Inc.</b>	<b>Phone: 5561 4584</b> <a href="http://www.southwestadvocacy.org.au/swaa/index.php">http://www.southwestadvocacy.org.au/swaa/index.php</a>
<b>Disability Resource Centre</b>	<b>Phone: 9481 6646</b> <a href="http://www.drc.org.au">http://www.drc.org.au</a>
<b>Department of Human Services</b>	<b>General Complaints Line: 1300 884 706</b> <a href="http://www.dhs.vic.gov.au/for-individuals/your-rights/feedback-and-complaints">http://www.dhs.vic.gov.au/for-individuals/your-rights/feedback-and-complaints</a>
<b>Disability Services Commissioner</b>	<b>Phone: 1800 677 342</b> <a href="http://www.odsc.vic.gov.au/complaint.htm">http://www.odsc.vic.gov.au/complaint.htm</a>
<b>Villamanta Disability Rights Legal Service</b>	<b>Phone: 1800 014 111</b> <a href="http://www.villamanta.org.au/">http://www.villamanta.org.au/</a>
<b>Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)</b>	<b>Phone: 1800 634 035</b> <a href="http://fahcsia.gov.au/contactfahcsia/Pages/ComplaintsManagementSystem.aspx">http://fahcsia.gov.au/contactfahcsia/Pages/ComplaintsManagementSystem.aspx</a>