

You can get more help to make a complaint

You can ask for more support. You can get help from

CORAS – Colac Otway Regional Advocacy Services

You can call their office

5232 1009

You can visit their office at 50 Rae Street Colac.

Villamanata Disability Rights Legal Service

You can call their office 1800 014 111

You can visit their office at 44 Bellarine Street Geelong.

Valid – Victorian Advocacy League for Individuals with Disability Inc.

You can call their office 1800 655 570


You can visit their office at 235 Napier Street Fitzroy.


Are you still unhappy?

You can talk to

Disability Services Commissioner

If you need even more information you can contact the **Office of the Disability Services Commissioner** which helps you with complaints that are not solved.

 You can call the enquiry line on 1800 677 342 and ask them to help you with your problem.

 You can also write to them and ask for help
Level 30, 570 Bourke Street,
Melbourne, Victoria, 3000 Australia



Contact Us



You can call the office 5231 1573



You can visit the office at 6/58 Hesse Street Colac.

Or you can write to the office P.O Box 370, Colac.

COLAC OTWAY DISABILITY ACCOMMODATION Inc.

How to make a complaint at CODA Inc.

This brochure is in **Easy English**. This information is based on the CODA Complaints policy.

What is a complaint?

A complaint is where you have a problem that you want to get fixed.

You tell someone about the problem.

It might be a problem with:

- The CODA service you receive.
- Someone at your CODA service.
- Something else about CODA.

If you or other clients are unhappy you can make a complaint.

A complaint is **not** a crime. A crime is when somebody does something wrong that is against the law.



CODA will respond to any complaint you make within 3 working days.

Who can you complain to?

Your program supervisor

Name:

Phone:

Email:

The Quality Manager

Pip Watt

Phone: 5321 1573

Email: pip@codas.org.au

The CEO

Jacqui Suares

Phone: 5231 1573

Email: jacqui@codas.org.au

At any time you can ask someone to help you make a complaint. You can ask

- Someone from your family
- An Advocate
- A friend
- A staff member.



How do you make a complaint?



- Talk to the person
- Write a note to the person
- Ask someone you know to tell the person
- Make a phone call
- Send a fax
- Send an email



If your complaint is not fixed, talk to someone else.

You should not be treated unfairly.