

## Need 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 on **5232 1009**

You can visit their office at 50A Rae Street,  
Colac.

or

**Villamanata Disability Rights Legal  
Services.**

You can call their office on **1800 014 111**

You can visit their office at 1 Gheringhap  
Street, Geelong.

or

**Valid** — Victorian Advocacy League  
for individuals with Disability Inc.

You can call their office on **9416 4003**

You can visit their office at 235 Napier Street,  
Fitzroy.

## You can also talk to the

**National Disability Insurance Scheme,  
Quality and Standards Commission**

Freecall (from landlines): **1800 035 544**

TTY: **133 677**

National Relay Service ask for **188 035 544**

Website: <http://www.ndiscommission.com.au>

**Transport Accident Commission**

Phone: **1300 654 329** or **1800 322 556** (toll free  
outside Melbourne)

Email: [complaints@tac.vic.gov.au](mailto:complaints@tac.vic.gov.au)

### Contact Us

You can call the CODA Inc. office on **5231 1573**

Or visit us at Shop 6, 58 Hesse Street, Colac

Or write to us by mailing your letter to:

**CODA Inc.**

**P.O. Box 370**

**Colac 3250**

Or email us at [coda@coda.org.au](mailto:coda@coda.org.au)



**Making a  
complaint  
is OK**

**How to make a  
complaint at Colac  
Otway Disability  
Accommodation  
Inc.**

## What is a complaint?

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

You tell someone about your problem.

It might be a problem with:

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

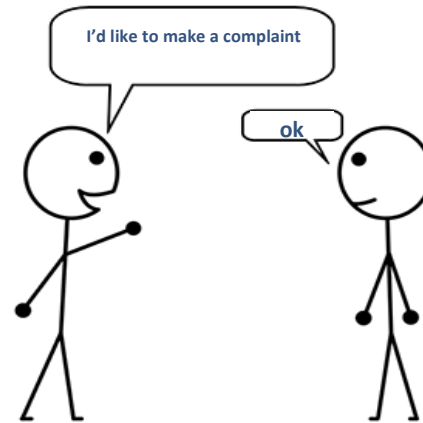
If you are unhappy you can make a complaint.

You will always be treated with fairness and respect if you make a complaint about our service.

CODA welcomes complaints so they can improve their services to meet the needs of the community.

CODA will respond to a complaint you make within 3 working days and attempt to resolve the matter within 6 working days.

## How to make a complaint



- Talk to your support worker.
- Write a note and give it to your support worker.
- Ask someone you know to tell the support worker or supervisor.
- Make a call to the CODA office.
- Send an email.

## Can you ask someone to help you with a complaint ?

Yes, you can ask someone to help you with a complaint. You can ask anyone including:

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

## Who can you complain to?

Your program Supervisor

A Support Worker

The Quality and Compliance Manager

Phone: 5231 1573

Email: [jcurrell@codas.org.au](mailto:jcurrell@codas.org.au)

CODA

Email: [codas@codas.org.au](mailto:codas@codas.org.au)



## For further help...

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

Details of who to contact can be found on the back of this brochure.