

HOW TO MAKE A COMPLAINT

Full Complaints Guidelines
[CLICK HERE](#)



MOIRA[®]

ABOUT THIS BOOK



This book has some hard words.

The first time we write hard words:

- The words are in **blue**
- We will write what the hard words mean



This document is about how to make a **complaint**.

A **complaint** is when you are not happy with a MOIRA service and tell someone about it.



What happens when you make a complaint?

MOIRA will:

- Listen
- Try to help you
- Tell you how we can stop this happening again



MOIRA will keep your complaint private. This means we will keep your details safe. For example we will not tell anyone your name and address.

HELP TO MAKE A COMPLAINT



You can get help making a complaint:

- Ask a friend
- Contact an [advocate](#)



An [advocate](#) is someone that can help you make sure your voice is heard.

To find a Disability Advocate [CLICK HERE](#)



- Use an [interpreter](#)

An [interpreter](#) is someone who speaks your language.



Call (03) 9280 1955

HOW TO MAKE A COMPLAINT



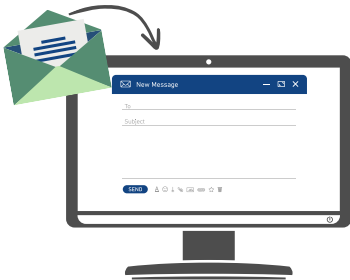
You can:

Talk to someone at MOIRA



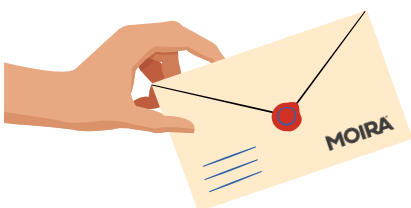
Call the MOIRA office

- (03) 8552 2222



Send MOIRA an email

- complaints@moira.org.au



Send a letter to MOIRA

- Level 3, 42 Lakeview Drive
Caribbean Park, Scoresby,
Victoria 3179

OTHER CONTACTS

There are other people you can talk to about your complaint:



**NDIS Quality
and Safeguards
Commission**

NDIS Quality and Safeguards Commission
1800 035 544

www.ndiscommission.gov.au



Australian Government

Aged Care Quality and Safety Commission

Aged Care Quality and Safety Commission
1300 292 153

www.agedcareequality.gov.au



Commonwealth Ombudsman
1300 362 072

www.ombudsman.gov.au



**Australian
Human Rights
Commission**

Australian Human Rights Commission
1300 369 711

www.humanrights.gov.au



**National Disability Insurance Agency
(NDIA)**

1800 800 110

www.ndis.gov.au



Health
and Human
Services

**Department of Health and Human
Services (DHHS)**

1300 650 172

www.dhhs.vic.gov.au

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