



Complaint Form

Your Name _____



Address _____



Telephone _____



Mobile _____



Email _____

Please circle the best way for us to contact you



OR



OR



OR



If you want us to telephone you the best time of the day for us to call is before _____ or after _____

Tell us what made you unhappy (Your complaint)

What would you like to happen?

Ways you can complain about SDA:

- **If you want to complain about SDA** you can tell us yourself - if you want to. If that is too difficult to do, you may ask to speak to someone on the Committee of Management. You can do this by telephoning 95335977 and asking someone from the Committee to call you. The member of the Committee that is to call you must contact you quickly after your call and will work to sort out your complaint.
- The Office of the Public Advocate: Phone: 1800 136 829
- Villamanta Legal Services: Phone: 1800 014 111
- Victorian League for Intellectual Disability (VALID) 9416 4003
- Victorian Mental Illness Awareness Council (VMIAC) 9387 8317
- Department of Social Services 1800 634 035
- Disability Abuse and Neglect Hotline: Phone: 1800 880 052
- Complaints Resolution & Referral Service Phone: 1800 880 052

Remember:

- ✓ **Your complaint is only between you and the people you tell.**
- ✓ **You won't get into trouble for speaking up.**
- ✓ **You can have a family member, friend, carer or advocate help you make a complaint about SDA.**

Your complaint will be recorded in a locked file in the office. You can see it if you wish. Please phone the Program Manager to arrange a time 9533 5977.

Thank you for filling out this form. Now mail this completed form to us at:

Southern Disability Advocacy

PO Box 161

Bentleigh Vic 3204