



## **STEP 12 (cont.)**



Disability  
Services  
Commissioner

Disability Services Commissioner  
Office of Disability  
Telephone: (Freecall) - 1800-677-342

## **OTHER SUPPORT AGENCIES**

**Victorian Advocacy League for Individuals with  
Disability (VALID)**  
Telephone: 9416-4003

**Victorian Equal Opportunity and Human Rights  
Commission**  
Telephone: 1300-292-153

**National Disability Service Abuse and Neglect  
Hotline**  
Telephone: (Freecall) - 1800-880-052

**Victorian Civil and Administrative Tribunal**  
Telephone: (Freecall) - 1800-133-055

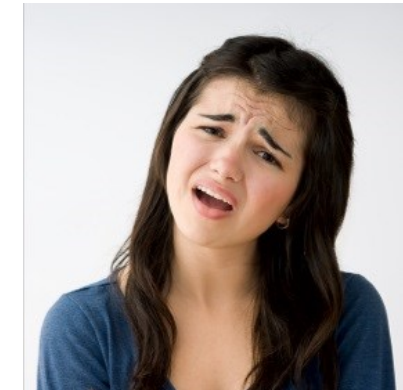
**Office of the Public Advocate**  
Telephone: (Freecall) - 1800-136-829

**Villamanta Legal Service**  
Telephone: (Freecall) - 1800-014-111

**Department of Human Services**  
Eastern Metropolitan Region  
Telephone: 9843-6000



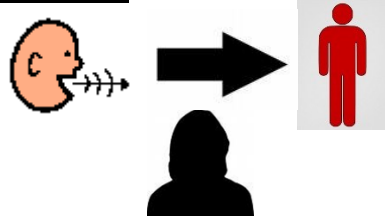
## **Complaints and disputes Procedure**



## **Participant's Version**

Last Updated 24/10/2016

## STEP 1



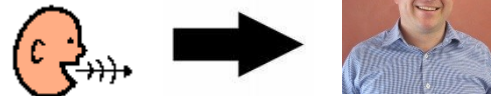
You talk to the person you have a complaint or dispute with and staff can help you with this

## STEP 5



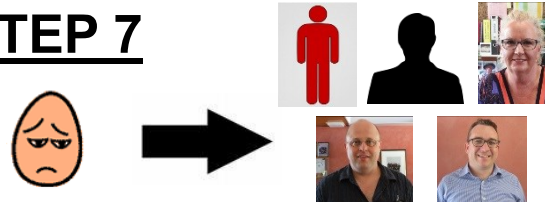
**3rd** you can speak to **Glen** the General Manager

## STEP 6



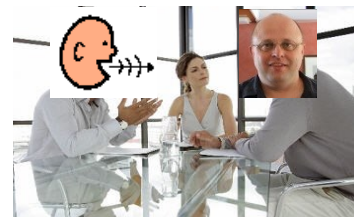
**4th** you can speak to **Kristian** the Chief Executive Officer

## STEP 7



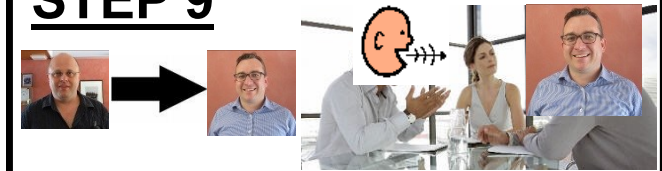
If after talking with the person, your Keyworker, Anne, Glen or Kristian has not helped you to resolve your complaint or dispute see Step 8

## STEP 8



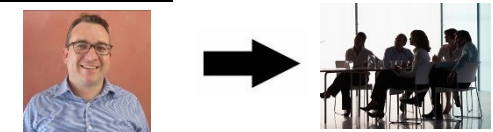
Glen will speak to you about making this process formal, he will start taking notes & explain how we can work on resolving your complaint. You may want to have a support person present

## STEP 9



If Glen cannot resolve your complaint he will speak to Kristian, who will help you work on resolving your complaint. You may want to have a support person present

## STEP 10



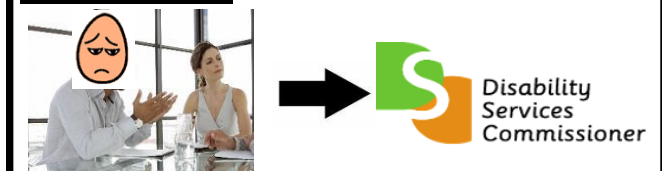
If Kristian cannot resolve your complaint he will speak to the Board of Directors, who will provide a final decision by Knoxbrooke on your complaint

## STEP 11



Kristian will meet with you & explain to you what the final Board decision is. You may want to have a support person present

## STEP 12



If you and your support person are not happy with the final Board decision, you may choose to have your complaint heard by an external agency. See external agency contact details on the back of this brochure