



How to make a complaint

Easy English

This document is an Easy Read version of MOIRA Complaints Guidelines available here

<https://moira.org.au/complaints-guidelines>



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

What is a **complaint**?



A complaint is when you

- are not happy with MOIRA and
- tell someone about it.



MOIRA want to hear what you have to say.

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

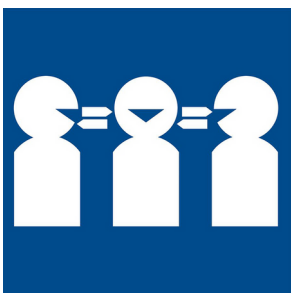


- Ask a friend



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

[Disability Advocacy Finder](#)



- Use an interpreter - Someone who speaks your language

Call 9280 1955

How to make a complaint?

You can:

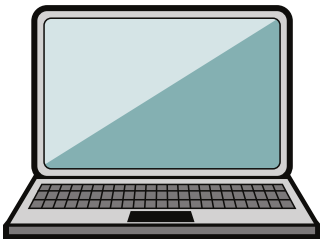


Talk to someone at MOIRA



Call the MOIRA office

8552 2222



Send MOIRA an email

complaints@moira.org.au



Send a letter to:

MOIRA
Level 3, 42 Lakeview Drive
Carribean Park, Scoresby
Victoria
3179

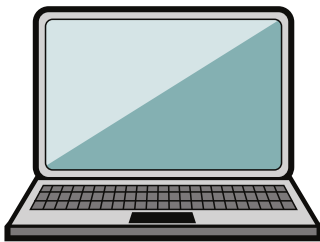
Other places you can contact



There are other people you can talk to about your complaint

NDIS Quality and Safeguards Commission
1800 035 544

www.ndiscommission.gov.au



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 Commissioner
1300 369 711

www.humanrights.gov.au

National Disability Insurance Agency
(NDIA)

1800 800 110

www.ndis.gov.au

Department of Health and Human Services
(DHHS)

1300 650 172

www.dhhs.vic.gov.au

Published June 2019.

References:

Picture Communication Symbols © 1981-2010 by Tobii Dynavox.
All Rights Reserved Worldwide. Used with permission.

ClipArt © Inspired Services, UK. www.inspiredservices.org.uk

Change picture © 2011. www.changepeople.co.uk



03 8552 2222



hello@moira.org.au



moira.org.au
