

If you are NOT happy after talking to IDRS you can:



Make a complaint to another service that is independent of IDRS.

Services that can help you with your complaint are:

NSW Ombudsman Community Services Division



Call them on (02) 9286 1000
or 1800 451 524

National Complaints Resolution and Referral Service



Call them on 1800 880 052



If you need an interpreter to speak your language and assist you in making a complaint you can start by contacting the **Translating and Interpreter Service**.

Call them on 13 14 50



National Relay Service

You can contact them via:

- Voice 1800 555 660
- TTY 1800 555 630
- SMS 0416 001 350
- Email helpdesk@relayservice.com.au



PO Box 3347,
Redfern NSW 2016

P: 02 9318 0144
1300 665 908

F: 02 9318 2887

E: info@idrs.org.au



Complaints



Justice • Respect • Persistence

(02) 9318 0144 • 1300 665 908

www.idrs.org.au



You can complain about IDRS

You have the right to complain.

If you are not happy with the IDRS service **please tell us**.

We will:

- Take your complaint seriously
- Listen to you
- Make sure you have your say
- Try to fix the problem
- Try to make sure it does not happen again
- Work on the problem quickly

The IDRS team welcome feedback, compliments and complaints to help us continually improve our service.



Making a complaint



Call us on (02) 9318 0144 or 1300 665 908, and

Talk to any team member at IDRS about the problem, or

Ask to talk to the Executive Officer.



Write to us at:

IDRS Executive Officer
PO Box 3347
REDFERN NSW 2016



Email us at:
info@idrs.org.au



Visit www.idrs.org.au to download a copy of our Complaints Policy

Getting help to complain

You have the right to ask someone to help you make a complaint, you could ask:

- A carer
- An advocate
- A support worker
- A friend
- A family member

If you do not have anyone to help you, IDRS will try to help you find someone.

You, and a support person, can come and talk to us and together we will try to fix the problem.

If you are happy after you have talked to us about the problem, then you do not have to take the next step.

