



IT'S OK TO COMPLAIN

if you are not happy with a service or believe you have been treated unfairly.

In Australia, you have the right to raise issues and make complaints. The Department of Immigration and Citizenship (DIAC) welcomes your comments, suggestions and complaints. Your feedback will help us improve the quality of our information, products and services.

WHAT CAN COMPLAINTS BE MADE ABOUT?



FOOD



MEDICAL OR HEALTH



PROPERTY



CLOTHING AND FOOTWEAR



VISA ISSUES

or anything else

HOW DO I COMPLAIN?

STEP 1

Let a detention services officer know how you feel or fill in an issues form. If you are not happy with their response you can raise it with DIAC detention centre staff.

If you are still not happy...

STEP 2

You can call the **DIAC Global Feedback Unit (GFU) toll free on 133 177**, write to the **DIAC Client Feedback Co-ordinator** or complete an online feedback form via the DIAC website: www.immi.gov.au/contacts/forms/services/index.htm.

If you are not happy with the outcome of Step 2 you can take the matter further...

STEP 3

If you are unable to resolve your complaint with a detention services officer and/or DIAC you can contact the Office of the Commonwealth Ombudsman or Australian Human Rights Commission (AHRC).

For contact details, see below

Translating and Interpreting Service (TIS)
Phone: 131 450

DIAC Client Feedback Co-ordinator
 GPO Box 241
 MELBOURNE VIC 3001

The Office of the Commonwealth Ombudsman
 Phone: 1300 362 072
 Mobile: 0413 COM OMB / 0413 266 662
 Fax: (02) 6249 7829
 Letters: Commonwealth Ombudsman
 GPO Box 442
 CANBERRA ACT 2601

Australian Human Rights Commission (AHRC)
 Complaints Infoline: 1300 656 419
 Fax: (02) 9284 9611
 Letters: The Director Complaints Handling
 Human Rights and Equal Opportunity Commission
 GPO Box 5218
 SYDNEY NSW 2001