

Strengthening families to build  
vibrant communities

### Wodonga

29 Stanley Street,  
PO Box 725,  
Wodonga Vic 3689

**p** 02 6055 8000  
**f** 02 6022 8099

### Wangaratta

36-38 Mackay Street,  
PO Box 389,  
Wangaratta Vic 3676

**p** 03 5720 0000  
**f** 03 5720 0099

**e** [admin@umfc.com.au](mailto:admin@umfc.com.au)  
**w** [umfc.com.au](http://umfc.com.au)



UMFC acknowledges the  
support of the Victorian  
and the Australian  
Governments.



# Complaints Management

What happens if I want to  
make a complaint?



## What happens if I want to make a complaint?

We welcome all feedback and encourage you to raise any concerns directly with your worker in the first instance if you are not satisfied with any aspect of our service. At all times, we will endeavour to work with you to achieve a satisfactory outcome.

### Step 1:

You can make a complaint by writing or speaking to your worker, or their manager. You may use an advocate, interpreter or a support person to assist you if required. Please ask us if you need help to organise this assistance.

### Step 2:

The worker or manager will let you know what they will do to investigate your concern and how long this will take. In most cases they will investigate and respond to you verbally and/or in writing within three weeks.

### Step 3:

If you are not happy with the outcome you may ask for a review from a more senior person such as the Director of Client Services or the CEO.

**p** 02 6055 8000  
**e** admin@umfc.com.au  
P.O. Box 725 Wodonga, Vic 3689

## If you wish to take the matter further, you may contact:

### Child Safety Commissioner

**p** 1300 782 978  
**w** ccyp.vic.gov.au

### Department of Education and Training

**p** 1800 809 834  
**w** education.vic.gov.au

### Department of Health and Human Services (Victoria)

**p** 1300 884 706  
**e** complaints.reception@dhs.vic.gov.au  
**w** dhs.vic.gov.au

### Department of Social Services

**p** 1800 634 035  
**e** complaints@dss.gov.au  
**w** dss.gov.au

### Victorian Ombudsman

**p** 1800 806 314  
**w** ombudsman.vic.gov.au

### NSW Ombudsman

**p** 1800 451 524  
**w** ombo.nsw.gov.au

### Victorian Legal Services Board + Commissioner

**p** 1300 796 344  
**w** lsc.vic.gov.au

### Victorian Disability Services Commissioner

**p** 1800 677 342  
**TTY** 1300 726 563  
**w** odsc.vic.gov.au

### UMFC Board President

P.O. Box 725 Wodonga, Vic 3689