

Helping Centrelink improve its service

—complaints, compliments and feedback



If you have a complaint, compliment or suggestion about Centrelink, we want to hear from you. Your experience can help us improve our service to you and to others.

Our promise to you

We will:

- try to resolve your issue either at the time, or as soon as possible after you contact us
- ensure that you are not discriminated against or disadvantaged because you have complained or provided other feedback
- help you make a complaint or provide feedback in a way that is most suitable to you
- protect your rights to privacy and confidentiality
- make sure you know how you can take the matter further if you are not satisfied with the result of your complaint
- enable you to provide feedback anonymously.

What to do if you think a decision is wrong

Asking us to look at a social security decision that you think is wrong is different from making a complaint about the service you have received. You do not have to make a complaint if you want us to review a decision you think is wrong. You have a legal right to ask us to review a decision at any time. You can find more information about how to do this by visiting our website at www.centrelink.gov.au and following the links under 'Customer Service' or you can ask at your local Centrelink office.

Note: If you ring the Customer Relations line because you are unhappy about a decision Centrelink has made, the matter will be sent to the appropriate Centrelink staff member. The people answering the 1800 line do not have the power to change a decision in individual cases. You will always be kept informed about what is happening.

How to make a complaint, give a compliment or provide feedback about Centrelink service

You can:

- call Centrelink's Customer Relations **Freecall™ 1800 050 004** line or the **Freecall™ 1800 000 567** line for deaf, hearing or speech impaired customers using a TTY telephone
- fill in a *Tell us what you think* comment card at a Centrelink office or mail it to us
- visit www.centrelink.gov.au and follow the links under 'Customer Service'
- talk to a Centrelink staff member in your local Centrelink office
- Write to:
**The Manager
Customer Relations
Centrelink
Reply Paid 7788
Canberra BC, ACT 2610.**
(no postage stamp required).

If you have a compliment, it will be relayed to the person concerned.

www.centrelink.gov.au

If you have a complaint about Centrelink's service, the person taking the complaint will try to resolve it immediately. You will be told if the complaint can't be resolved the same day. Sometimes it needs more time to be investigated before it can be resolved. You will be kept informed of the progress of your complaint.

Depending on how complicated your complaint is, it may take up to five working days before you get a response.

In some cases we may also contact you after your complaint has been resolved to check that you are satisfied with the way your complaint was handled. You will be asked when you make your complaint if you are willing to be contacted afterwards.

If you are dissatisfied with our response to your complaint, you can contact the Commonwealth Ombudsman by visiting www.comb.gov.au or calling **1300 362 072** (local call charge).

How we use your feedback

Each year, Centrelink records about 200 000 contacts from customers with complaints, compliments, suggestions, tip-offs and other enquiries.

All of these contacts are recorded to help us identify and respond to emerging customer service issues and trends so we can improve overall service delivery for all Centrelink customers.

All customer feedback information is managed strictly in accordance with the *Privacy Act 1988* to protect your personal information and confidentiality.

Other publications

Further information is available in the following Centrelink publications:

What you can expect from Centrelink—Centrelink's Customer Service Charter

What you can expect from Centrelink—the Centrelink Customer Service Charter at a glance

Your right to privacy

You can download these publications from the Centrelink website at www.centrelink.gov.au—follow the 'Publications' link or you can have a copy sent to you by asking at your local office, or calling **13 1021**.

Helpful contact numbers

Employment Services	13 2850
Youth and Student Services	13 2490
ABSTUDY	13 2317
Retirement Services	13 2300
Disability, Sickness and Carers	13 2717
Family Assistance Office	13 6150
In languages other than English	13 1202
Australian Government Services Fraud Tip-off Line	13 1524
Customer Relations	Freecall™ 1800 050 004 (for complaints, compliments and suggestions, 8.30 a.m. to 4.30 p.m. Monday to Friday)
TTY payment enquiries	Freecall™ 1800 810 586 (TTY is only for people who are deaf or have a hearing or speech impairment. You need a TTY phone to use this service).
To make an appointment	13 1021
Centrelink International Services	13 1673 (For information about claiming a payment from a country other than Australia and about claiming an Australian payment while outside Australia)
Calling from outside Australia	+61 3 6222 3455 (You can reverse the charges)
Foreign Income Exchange Line	Freecall™ 1800 050 041 (If you get income from a country other than Australia)
For more information or to make an appointment	13 1021

Important: calls to 13 numbers from a standard telephone service can be made from anywhere within Australia for not more than the cost of a local call (call charges may vary depending upon the telephone service provider). Calls to 1800 numbers from a standard telephone service are free. Calls from public and mobile telephones may be charged at a higher rate.

For further information

The information contained in this publication is intended as a guide only.

You should consult a member of Centrelink's staff or an agent duly authorised by Centrelink to provide you with further information about the material in this publication.

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