



IT'S OKTO 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.

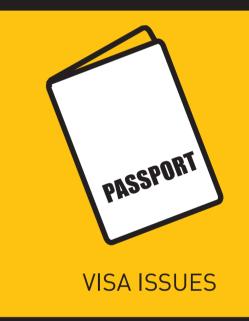
WHAT CAN COMPLAINTS BE MADE ABOUT?











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