

# Complaints Procedure

**Problem**



**Make Notes**

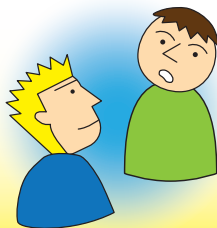
Write down what happened and when. Make notes of telephone conversation. Keep a copy of any notes or letters.

Make your complaint as soon as you can.

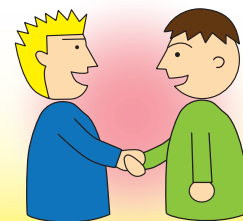
**Talk to the person**

Don't forget to make an appointment first

**Up to 2 days**



**Fixed? Yes**



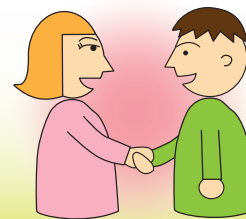
**No**

**Talk to the supervisor**

**Up to 3 days**



**Fixed? Yes**



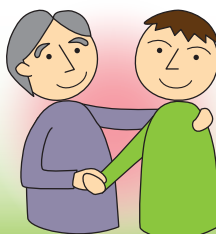
**No**

**Talk to the Chief Executive Director**

**Up to 10 days**



**Fixed? Yes**



**No**

**Talk to the Independent External Mediation**



Other organisations can help you if you are still not happy with the WA Deaf Society or if you have a complaint about other services, too.

**WA Association of the Deaf**  
PO Box 8558 Perth BC 6849  
Email: waad6915@hotmail.com

**Disability Discrimination Unit**  
TTY: 9470 2831 / Fax: 3470 1805  
Email: sscls@sscls.asn.au

**Equal Opportunity Commission**  
TTY: 9216 3936 / Fax: 9216 3960  
Email: eoc@eoc.wa.gov.au

**People with Disabilities**  
TTY: 9386 6451 / Fax: 9386 1011  
Email: info@pwdwa.org

**Disability Services Commission**  
TTY: 9426 9315 / Fax: 9226 2306  
Email: dsc@dsc.wa.gov.au

**The Health and Disability Services Complaints Office**  
TTY: 6551 7640 / Fax: 6551 7630  
Email: mail@hadsco.wa.gov.au