

## Complaints Process (Easy English Version)



If you think that any of your rights have been broken, you can make a complaint.

You can also get someone to make a complaint for you (on your behalf).

You can make a complaint by:



- Filling out a complaints form on the CDS website

<https://cds.org.au/easy-english-complaints-form>



- Emailing CDS ([cds@cds.org.au](mailto:cds@cds.org.au)) or



- Ringing CDS (9036 3600)



No one will treat you badly if you make a complaint.

If you make a complaint, CDS will respond to you and try their best to fix the problem.

## What happens to my complaint?



All complaints will go to the person that looks after the [cds@cds.org.au](mailto:cds@cds.org.au) email address.



Your complaint will then go to Professor Patricia O'Brien.

**5  
days**

CDS will ask you for any extra information it needs about the complaint within 5 days.

**21  
days**

CDS will aim to do something about your complaint within 21 days.

## Who can help me make a complaint?



- The people who support you



- The Translating and Interpreting Service  
(if you speak a language other than English)

Call 131 450



- The National Relay Service  
(if you are hearing or speech impaired)

Go to <http://relayservice.gov.au>

## What if CDS doesn't fix the problem?



If you think CDS didn't do a good job fixing the problem you can tell the NSW Ombudsman.

The Ombudsman will look at what happened and decide if CDS should do more for you.

You can contact the NSW Ombudsman by:



- Filling out a complaints form on the Ombudsman website

(<https://www.ombo.nsw.gov.au/complaints/complaint-form>)



- Emailing the Ombudsman

([nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au))



- Ringing the Ombudsman

(02 9286 1000 or 1800 451 524)