



Feedback and complaints

The Department of Health (the Department) welcomes your feedback about services you have received through the Australian Government Hearing Services Program (the program) and suggestions on how we can improve our services.

Complaints

In our experience, complaints often result from a breakdown in communication, when there is a discord between a person's expectations and the service delivered. We encourage clients of the program to talk to their provider to try to resolve any complaint they may have. Providers must have a process in place to manage questions and complaints and must provide their clients with information about this process.

However, if an issue cannot be resolved between the parties, you may wish to raise your complaint with the Department.

How to contact us

To provide feedback or raise a complaint with the Department, you can email, write a letter, or call.

- Email: hearing@health.gov.au
- Write to: Hearing Services Program
Department of Health
GPO Box 9848 Mail Drop Point 113
Canberra ACT 2601
- Phone: 1800 500 726 or 1800 555 660 (NRS) (8.30am-5.00pm EST/ESDST).

What happens when you contact us?

Sometimes a staff member from the Call and Information Centre may be able to provide an explanation or resolve a misunderstanding during the first phone call, and this may provide the best (and quickest) solution. If this is not possible the query or complaint will be triaged to the Department for further investigation. This may take the form of forwarding your phone call, or providing details for you to write or email us with details of your query or complaint.

When immediate resolution is not possible and a matter is referred for further investigation, the program endeavours to contact the complainant within 7 business days of their initial contact, where possible. We aim to resolve most complaints within 28 business days, although more complex matters may require additional time. In this case, we will keep you informed of the progress of your complaint.

A copy of the Australian Government Hearing Services Program Complaints Policy is available on our website at www.hearingservices.gov.au.

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