

## Need help to make a complaint?

You can ask for more support.  
You can get help from:

**CORAS** — Colac Otway Regional  
Advocacy Services.

You can call their office on **5232 1009**

You can visit their office at 50A Rae Street,  
Colac.

or

**Villamanata Disability Rights Legal  
Services.**

You can call their office on **1800 014 111**

You can visit their office at 1 Gheringhap  
Street, Geelong.

or

**Valid** — Victorian Advocacy League  
for individuals with Disability Inc.

You can call their office on **9416 4003**

You can visit their office at 235 Napier Street,  
Fitzroy.



You can talk to the  
**Disability Services Commissioner**

'The Disability Services Commissioner is an  
independent oversight body resolving  
complaints and promoting the right of people  
with a disability to be free from abuse.'

'You can talk to the Disability Service  
Commissioner at any point during the  
complaint process.'

Anyone can make a complaint about a  
Victorian disability service provider.

Phone: 1800 677 342

Fax: 03 8608 5765

TTY: 1300 726 563

Email: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

## Contact Us



You can call the CODA Inc. office on **5231 1573**

Or visit us at shop 6, 58 Hesse Street, Colac .



Or write to us by mailing your letter to:

**CODA Inc.**

**P.O. Box 370**

**Colac 3250.**



**Making a  
complaint  
is ok**

**How to make a  
complaint at Colac  
Otway Disability  
Accommodation  
Inc.**

## What is a complaint?

A complaint is where you have a problem that you want to get fixed.

You tell someone about your problem.

It might be a problem with:

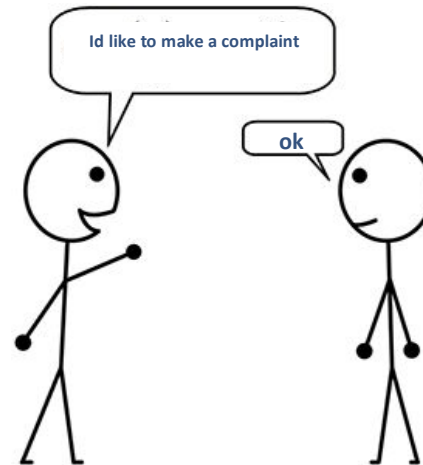
- The CODA service you receive.
- Someone at CODA.
- Something else about CODA.
- If you or other clients are unhappy you can make a complaint.

A complaint is **not** a crime. A crime is when somebody does something wrong that is against the law.



CODA will respond to a complaint you make within 3 working days and attempt to resolve the matter within 6 working days.

## How to make a complaint



- Talk to the person.
- Write a note to the person.
- Ask someone you know to tell the person.
- Make a phone call.
- Send an email.

## Can you can ask someone to help you with a complaint ?

Yes you can ask someone to help you with a complaint. You can ask anyone including:

- Someone from your family.
- An Advocate.
- A friend.
- A staff member.

## Who can you complain to?

Your program Supervisor.

A Support Worker.

The Clinical Practice Manager

Mitzi Featherstone

Phone: 5231 1573

Email: [mfeatherstone@codas.org.au](mailto:mfeatherstone@codas.org.au)

The Quality and Compliance Manager

Sue Gregory

Phone: 5231 1573

Email: [Sue@codas.org.au](mailto:Sue@codas.org.au)

The CEO

Monica Provan

Phone: 5231 1573

Email: [mprovan@codas.org.au](mailto:mprovan@codas.org.au)



If your complaint is not fixed, you can talk to someone else.

You should not be treated unfairly if you make a complaint about our service.