

We welcome your feedback as it helps improve our services.

Family Safety Victoria is responsible for delivering family violence reform, including overseeing The Orange Door.

We value your feedback, whether it's a complaint, compliment, idea or suggestion. We can always do better.

How to give feedback

To give feedback, you can:

- 1) Talk to a worker at **The Orange Door** or fill in a **Client Voice Survey** (you can ask for a copy in your own language)
- 2) Call (03) **9085 0900** between 9am and 5pm, Monday to Friday, or
- 3) Email your feedback to **feedback@familysafety.vic.gov.au**

We will respond to feedback during business hours.

When you give feedback, we will:

- listen and treat you with respect
- give you helpful and supportive information
- respond within a reasonable time, and
- tell you if there is a delay.

Please note the above contact details are not monitored for family violence support. If you need help with a family violence matter, please visit The Orange Door. If you are in immediate danger, call 000.

Further information

Need help?

Submitting feedback can often involve sensitive issues. Talk to us about how we can help you throughout the process.

Let us know if you need an interpreter or any other help to give feedback. You can ask someone to give feedback for you, but we may need to know that they have your permission.

What happens to the information we collect?

We will only use your information to improve our services and to meet our legal obligations. Unless necessary for these purposes, we will remove any identifying details.

To investigate your feedback, we may need to share your information with other areas within Family Safety Victoria and the Department of Health and Human Services.

You can view the privacy policies of [Family Safety Victoria](https://www.vic.gov.au/family-safety-victoria-privacy-policy) and [The Orange Door](https://orangedoor.vic.gov.au/privacy-policy) online. <<https://www.vic.gov.au/family-safety-victoria-privacy-policy>> <<https://orangedoor.vic.gov.au/privacy-policy>>

Want to remain anonymous?

We welcome anonymous feedback. However, we may not be able to investigate and respond to your concerns without your identity or contact details.

Other contacts

You may also wish to take your feedback to one of the following organisations:

- The **Disability Services Commissioner** helps people with a disability to resolve complaints. Telephone: 1800 677 342
- The **Health Complaints Commissioner** handles complaints about healthcare in Victoria. Telephone: 1300 582 113
- The **Mental Health Complaints Commissioner** deals with complaints about mental health services in Victoria. Telephone: 1800 246 054
- The **Victorian Ombudsman** investigates complaints about State and local government authorities. Telephone: 9613 6222, Regional: 1800 806 314
- The **Office of the Victorian Information Commissioner** investigates complaints about the collection, use and disclosure of information. Telephone: 1300 006 842
- The **Victims of Crime Commissioner** aims to improve services and systems within government departments, victims service providers and the justice system to meet the needs of victims of crime, including reviewing complaints about services provided to victims of crime. Telephone: 1800 819 817.

Additional information

For additional information go to the Family Safety Victoria's [website](https://www.vic.gov.au/family-safety-victoria). <<https://www.vic.gov.au/family-safety-victoria>>