

What happens after you make a complaint?

May 2025

The Victorian Disability Worker Commission (VDWC) provides a confidential and free complaints service if you have concerns about a disability worker's behaviour, safety or the quality of their work.

We can take complaints about any disability worker in Victoria, regardless of how they are funded.

What is the complaints process?

When you make a complaint, we follow this process:

1. We will ask you to tell us what happened
2. We will ask you what outcome you are looking for
3. We look into your complaint
4. You receive an outcome

We deal with most complaints within 120 days. Complaints that are complex can take longer before we make a final decision.

We will ask you to tell us what your complaint is about

We will offer you a safe environment so you can share information about your complaint.

If you are making the complaint on behalf of a person with disability, we will speak with them where possible to gain their consent to proceed. We support people with disability to have their say and will seek to involve them.

We will ask whether you want a specific outcome

You will be asked about the outcome you are looking for. It's okay if you don't want any specific outcome. If you're unsure, we can talk to you about what outcomes may be possible.

If you decide to withdraw your complaint, we may still look into the matter.

Many complaints can be resolved through us working with you, or the person making a complaint on your behalf, and the disability worker to get outcomes that each person is satisfied with.

If you need help with languages, writing or communicating

We can arrange in-language interpreters, or you can contact us via the National Relay Service, including for Auslan interpreters, to help you make a complaint and to assist you at any time.

We can help you make a complaint in an online meeting with us, or in person if you prefer.

You can have a support person with you when you meet with us.

Help build a safer, stronger, disability sector

We will look into your complaint

Many complaints can be fixed by us contacting the disability worker, to see if we can resolve the complaint.

Your complaint could be handled in one of the following ways

- **Settle by agreement** – for example an apology from a worker or an agreement between them and you
- **Conciliation** – this is a more formal process where the people involved in a complaint come together to agree on how the complaint can be fixed. This can only happen if the parties to a complaint agree to conciliation. The parties will then have certain rights and responsibilities under the *Disability Service Safeguards Act 2018*
- **Counselling** – is an educational tool used by the VDWC, for example to remind disability workers that they must follow the Disability Service Safeguards Code of Conduct
- **Investigation** – We can look further into the complaint by investigating. For further information on investigations please visit: www.vdwc.vic.gov.au/what-happens-when-commission-decides-to-investigate.

We will let you know the outcome of your complaint

When we have decided on the outcome we will let you know.

About the Victorian Disability Worker Commission

The Victorian Disability Worker Commission is an independent body established to better protect people with disability and build a stronger, safer disability sector. It is responsible for the Disability Service Safeguards Code of Conduct, setting the minimum expectations for all workers in Victoria supporting people with disability, and the complaints service. It can accept complaints and notifications, with powers to investigate and ban workers who put people's safety at risk.

Visit our website vdwc.vic.gov.au or call **1800 497 132**
Sign up to our **newsletter**

Follow us



Visit vdwc.vic.gov.au
Call 1800 497 132

