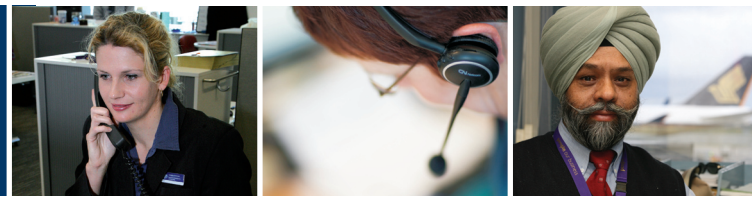




## Compliments and Complaints



### How can I provide a compliment or complaint?

To provide a compliment or complaint you can:

- telephone the Global Feedback Unit (toll-free within Australia) on 133 177 during business hours
- complete a feedback form online at [www.immi.gov.au](http://www.immi.gov.au)
- write to:  
The Manager  
Global Feedback Unit  
GPO Box 241  
MELBOURNE VIC 3001  
AUSTRALIA
- contact us directly at your nearest DIAC office.

### What can I make a compliment or complaint about?

You can provide a compliment or complaint about any aspect of the services provided or funded by the department. If you are not satisfied with a visa decision you may have the right to seek a review of the decision. You can find more information on the department's website at [www.immi.gov.au](http://www.immi.gov.au).

### Who else will know about my complaint?

Your privacy and confidentiality will be respected and protected. If you don't want to provide your name, you don't have to. If you do provide your name, you will not be discriminated against or disadvantaged in your dealings with us.


### How long will it take?

If your complaint is made by telephone or email it will be acknowledged within one working day and responded to within 10 working days.

If your complaint is made by mail it will be acknowledged within five working days and responded to within 20 working days.

### What if I need help to make a compliment or complaint in Australia?

If you need an interpreter you can contact the Translating and Interpreting Service (TIS) toll free on 131 450.

 If you have a hearing, speech or communication impairment you can contact us through the National Relay Service (NRS). Text telephone (TTY) or modem callers can contact the NRS toll free on 133 677.

If you need Speech to Speech Relay (SSR) you can contact the National Relay Service (NRS) toll free on 1300 555 727.

### What can I do if I am still not satisfied?

If you are not happy with how we have handled your complaint you can contact:

- the Global Feedback Unit and tell us why
- the Commonwealth Ombudsman at any time by telephone on 1300 362 072 (local call charge), 9 am to 5 pm, Monday to Friday or email [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)
- a Member of Parliament in Australia.

### Other useful contacts

#### Within Australia

General enquiries or requests for information should be directed to our toll free general enquiry line on 131 881 or visit our website at [www.immi.gov.au](http://www.immi.gov.au).

Australian Citizenship enquiries should be directed to our Australian Citizenship enquiry line on 131 880 or visit our website at [www.immi.gov.au](http://www.immi.gov.au).

#### Outside Australia

Speak to a staff member at your nearest Australian Embassy, Consulate or High Commission. Check your local telephone directory or visit our website to confirm contact details at [www.immi.gov.au](http://www.immi.gov.au).

More information about protecting your privacy is available from [www.privacy.gov.au](http://www.privacy.gov.au).

For information about Australian passports you can contact the Department of Foreign Affairs and Trade (DFAT) at [www.passports.gov.au](http://www.passports.gov.au), on telephone 131 232 (toll free within Australia) or contact your nearest Australian Embassy, Consulate or High Commission (see: [www.dfat.gov.au](http://www.dfat.gov.au)).

To provide compliments or complaints about any of the department's services, please telephone 133 177 (toll free in Australia) during business hours, visit our website [www.immi.gov.au](http://www.immi.gov.au), contact your nearest Australian Embassy, Consulate or High Commission at [www.immi.gov.au](http://www.immi.gov.au).