



投诉与反馈

我们非常重视您的反馈。您可以通过投诉、赞许或建议，助力我们不断优化服务。

对于我们的决定，您有权要求进行复审。若对涉及 Medicare、Centrelink 或 Child Support 的福利金、服务或债务的决定持有异议，您有权提出复审请求。

有关复审与上诉流程的信息，请访问：servicesaustralia.gov.au/reviewsandappeals

我们同样欢迎企业与医疗专业人士的反馈与投诉。

如何提出投诉、建议或赞许

如有不满或建议，或者想给予赞扬，请直接联系我们的工作人员。若对工作人员的回应不满，可进一步联系其上级经理。

此外，还可使用以下联系方式：

- 我们的投诉和反馈热线，电话：**1800 132 468**
- 如有听力障碍或言语不便，请致电 National Relay Service。请访问：communications.gov.au/accesshub/nrs
- 如果身在海外，请拨打我们的国际电话号码。查看我们的国际电话号码列表，请访问 servicesaustralia.gov.au/internationalphone

如需口译服务，请告诉我们，我们将免费为您安排口译员。

此外，还可通过 myGov 账户提供反馈，填写在线表格，或向我们发送信件。
澳大利亚国内邮寄免费。

Centrelink and Medicare

Services Australia Complaints and Feedback

Reply Paid 7800

Canberra BC ACT 2610

Child Support

Child Support Complaints and Feedback

Reply Paid 9815

Melbourne VIC 3001

请注意，如果选择以书面形式提交反馈或投诉，我们可能需要较长时间来给予回复。

更多信息，请访问 servicesaustralia.gov.au/feedback

注意事项

陈述要清晰、客观，明确说明您所期望的处理结果。若在提交投诉时希望我们能够与您取得联系，请务必提供姓名及电话号码。若未提供姓名和电话号码，我们将无法作出回应。

回应方式

我们致力于在 10 个工作日内解决投诉。若无法解决您的投诉，我们将向您说明原因，并为您提供其他方案。

若需给您打电话，我们将使用“未知号码”拨打。

何时联系监察专员

若对我们的投诉处理结果不满意，可向 Commonwealth Ombudsman 提出申诉。请访问 ombudsman.gov.au 以获取更多信息。

了解更多信息

- 更多英语信息，请访问 servicesaustralia.gov.au/feedback
- 请浏览 servicesaustralia.gov.au/yourlanguage，获得中文版文本、音频或视频信息
- 请致电 **131 202**，使用中文咨询 Centrelink 福利金和服务的相关信息
- 欲办理 Medicare 事宜，请致电 **132 011**；欲办理 Child Support 事宜，请致电 **131 272**。如需口译服务，请告诉我们，我们将免费为您安排口译员
- 访问服务中心。

注意：从澳大利亚任何地方用座机拨打“13”打头的电话号码，费用固定。该费率可能与本地通话费用有所不同，也可能会因电话服务提供商不同而有所差异。座机拨打“1800”号码免费。如果使用公共电话或移动电话，电信提供商可能会对您的通话计时并收取较高费用。

免责声明

本出版物所包含信息仅用作福利金和服务指南。您有责任决定是否要申请福利金，并针对您的具体情况提出申请。



Complaints and feedback

Your feedback is important to us. You can make a complaint, give a compliment or give a suggestion to help us improve our service.

You have the right to ask for a review of our decisions. You can do this if you do not agree with a decision about a payment, service or debt you get from Medicare, Centrelink or Child Support.

For information about our review and appeal process, go to **servicesaustralia.gov.au/reviewsandappeals**

If you are a business or health professional, you can also give us feedback or make a complaint.

How to make a complaint, suggestion or compliment

If you want to make a complaint or give a suggestion or compliment, you can speak to our staff. If you are not happy with their reply, you can speak to their manager.

You can call:

- our Complaints and Feedback line on **1800 132 468**
- the National Relay Service if you are deaf, hard of hearing or have a speech impairment. Go to **communications.gov.au/accesshub/nrs**
- one of our international phone numbers if you are overseas. For a list of our international phone numbers, go to **servicesaustralia.gov.au/internationalphone**

Let us know if you need an interpreter and we will arrange one for free.

You can also give feedback using your myGov account, completing an online form or sending us a letter. Postage is free from within Australia.

Centrelink and Medicare

Services Australia Complaints and Feedback

Reply Paid 7800

Canberra BC ACT 2610

Child Support

Child Support Complaints and Feedback

Reply Paid 9815

Melbourne, Vic 3001

Please remember, if you send feedback or complaints in writing, it may take us longer to reply.

For more information, go to **servicesaustralia.gov.au/feedback**

What we need from you

Please be clear, factual and tell us the outcome you would like. Please provide your name and phone number if you are making a complaint and want us to contact you about it. If you do not provide your name and phone number, we will not be able to respond to you.

How we will respond

We aim to resolve complaints within 10 working days. If we cannot resolve your complaint, we will explain why and let you know your other options.

If we need to call you, it will be from a private number.

When to contact the Ombudsman

If you are not happy with the outcome of your complaint, you can contact the Commonwealth Ombudsman. Go to ombudsman.gov.au

For more information

- go to servicesaustralia.gov.au/feedback for more information in English
- go to servicesaustralia.gov.au/yourlanguage where you can read, listen to or watch videos with information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.