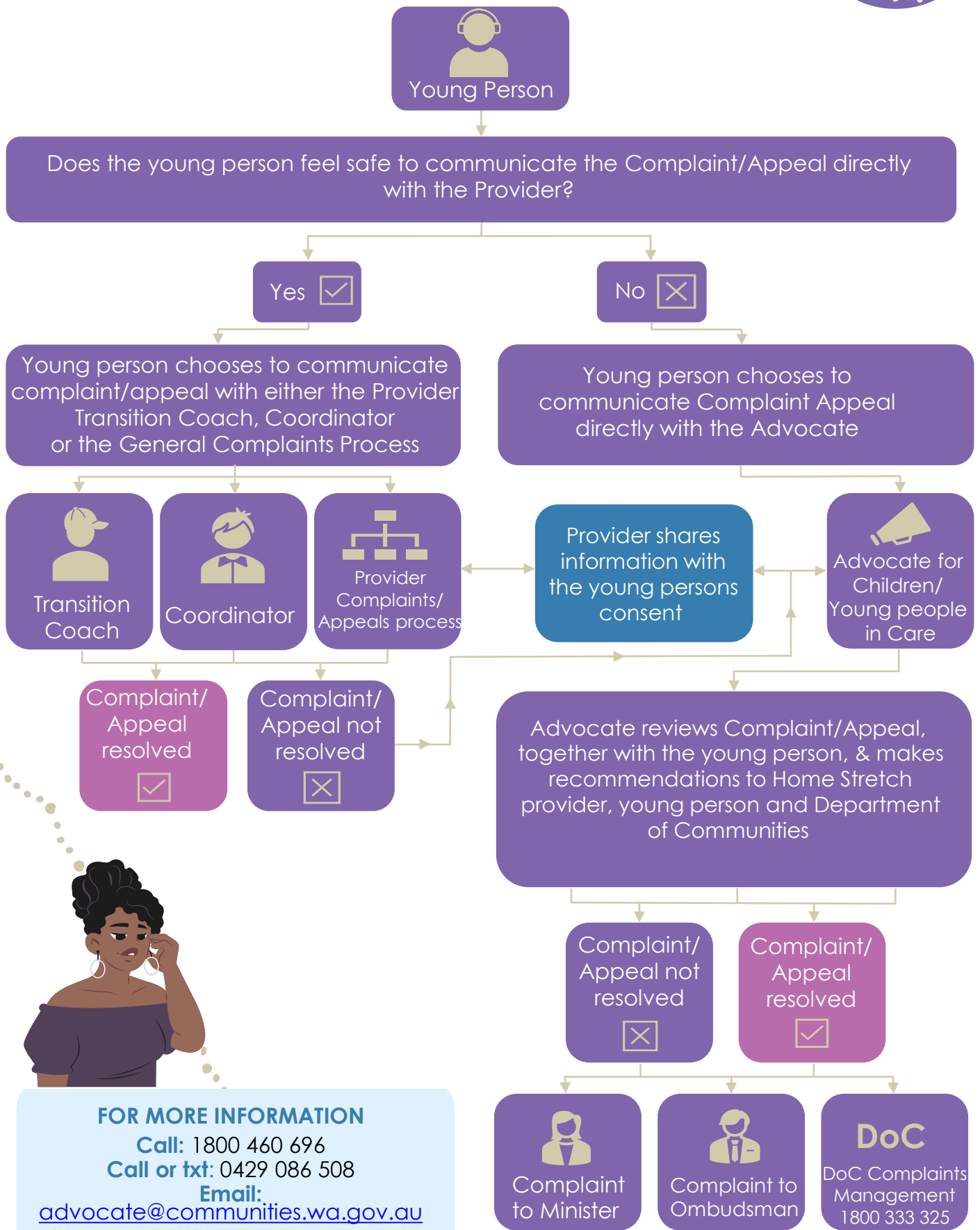


# Complaints & Appeals Process



**FOR MORE INFORMATION**  
**Call:** 1800 460 696  
**Call or txt:** 0429 086 508  
**Email:**  
[advocate@communities.wa.gov.au](mailto:advocate@communities.wa.gov.au)  
 Formal appeals and complaints must be responded to within 4 weeks.  
 Young people must be informed of progress or delays

# Complaints and Appeals Process

Don't feel heard,  
seen or  
understood?

We got you!  
Let's yarn with  
the  
Coordinator

Another option!  
Provider  
Complaints  
Appeals process

Share your  
Complaint to  
the  
Ombudsman  
or the  
Minister

Don't give  
up!  
Meet the  
Advocate

Complaints  
Management  
Department of  
Communities  
1800 333 325

Recommendations  
didn't help? Let's  
keep going

It's natural to feel hesitant about speaking out, especially when you're young.

We want to assure you that your thoughts and feelings are valid.

It's your right to have any issues or concerns dealt with by independent people.

Your voice has the power to make things better for you and others too.

Formal appeals and complaints must be responded to within 4 weeks.

Young people must be informed of progress or delays.

Check out the Home Stretch WA Complaints & Appeals Process  
flow chart for more information  
[www.homestretchwa.org.au](http://www.homestretchwa.org.au)

## The Advocate

Call: 1800 460 696

Call or text: 0429 086 508

Email: [advocate@communities.wa.gov.au](mailto:advocate@communities.wa.gov.au)

## The Ombudsman

Call: 1800 117 000

Email: [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)

Website: [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)