

**Macedon
Ranges**
Shire Council



What to do if you want to give us feedback

Macedon Ranges Shire Council



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.



Contact information is at the end of this book.

About this book



This book is written by Macedon Ranges Shire Council.



This book is about what to do if you want to give us **feedback**.



Feedback means you might want to

- tell us if you think we have done something well



- tell us if you think we can do something better.



Feedback might also mean you want to make a **complaint**.



A complaint is when you tell us you are **not** happy about

- our actions

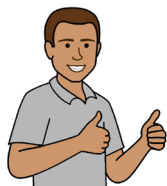


- our decisions



- our services.

What to do if you have feedback



Your feedback will help us be better.



If you have feedback you can tell us in the way that is best for you.



You can visit our offices to talk to a staff member

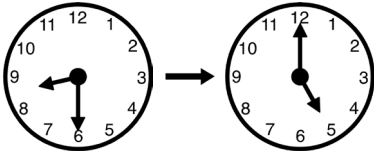
- 129 Mollison Street, Kyneton
- 40 Robertson Street, Gisborne
- 96 to 100 Main Road, Romsey
- corner High Street and Forest Street, Woodend.



You can call us to talk to a staff member.



Call 03 5422 0333



You can call between 8:30 am and 5 pm
Monday to Friday.



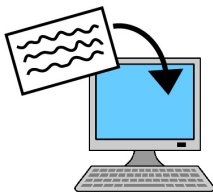
You can write to us



Macedon Ranges Shire Council

PO Box 151

Kyneton VIC 3444



You can email us

mrsc@mrsc.vic.gov.au



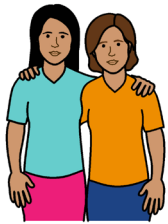
You can fill in a form on our website

mrsc.vic.gov.au/Contact-Us/Report-an-issue

If you need help to give us feedback

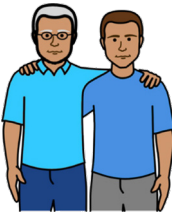


Someone you trust can help you make a complaint.

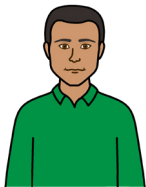


Someone you trust might be

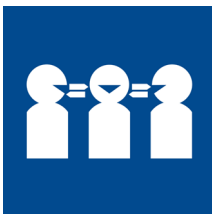
- a friend



- a family member



- a support worker.



If you do not speak English you can contact us through the Translating and Interpreting Service or TIS.



Call 131 450

Ask for 03 5422 0333

National
Relay
Service

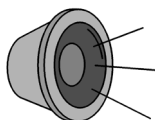
If you are deaf or need help to speak or listen you can use the National Relay Service or NRS

- Teletypewriter or TTY



Call 133 677

Ask for 03 5422 0333



- Voice relay



Call 1300 555 727

Ask for 03 5422 0333



- Internet relay

Website relayservice.com.au

Ask for 03 5422 0333

What we need from you

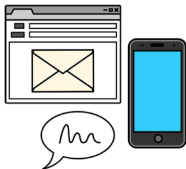


If your feedback is a complaint we will need some information to help you.

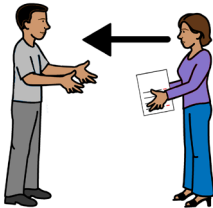


We might ask you for

- your name



- your contact details

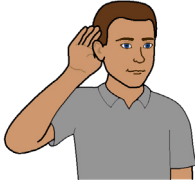


- more information about your complaint.



You can tell us what you would like us to do to fix the problem.

What happens when you make a complaint



When you make a complaint we will

- listen to you

or



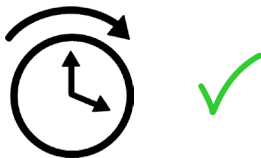
- read what you send us.



We will tell you we have received your complaint within 3 **working days**.



Working days are Monday to Friday each week.



We will try to fix the problem quickly.

What happens if we need more time



Sometimes we need more time to help you.



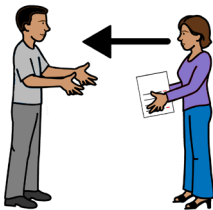
We will put you in contact with a staff member to help with your complaint.

R 9 5 3 X _ _ _

We will give you a **reference number** for your complaint.



A reference number is a special number we give you so we can find your complaint on our computer.



We might ask you for more information about your complaint.



When your complaint is finished, we will tell you what we did to fix the problem.

What to do if you are not happy



You can tell us if you are not happy with how we tried to fix your complaint.



We will put you in contact with a different staff member to look at your complaint again.

What to do if you are still not happy



If we have looked at your complaint again and you are still not happy, you can contact the **Victorian Ombudsman**.

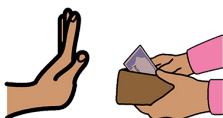


The Victorian Ombudsman

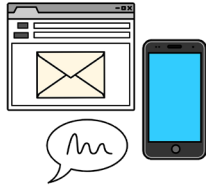
- helps people with complaints about councils



- is **not** part of the Macedon Ranges Shire Council



- is a free service.



You can contact the Victorian Ombudsman in different ways.



You can call the Victorian Ombudsman.

If you call from Melbourne



Call 03 9613 6222

If you call from regional Victoria



Call 1800 806 314

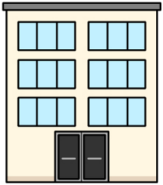


You can fill in a form on the Victorian Ombudsman website.



Website

ombudsman.vic.gov.au/complaints/make-complaint



You can visit the Victorian Ombudsman or send a letter to

Level 2

570 Bourke Street

Melbourne

VIC 3000.

More information



For more information contact
Macedon Ranges Shire Council.



Call 03 5422 0333



Website mrsc.vic.gov.au



Email mrsc@mrsc.vic.gov.au

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