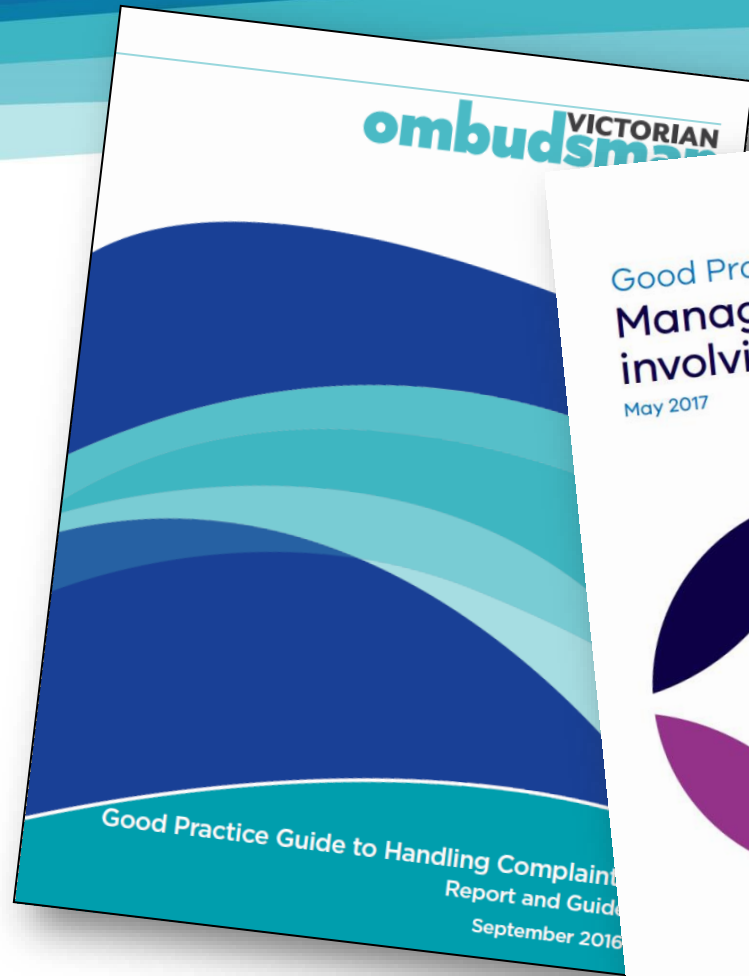


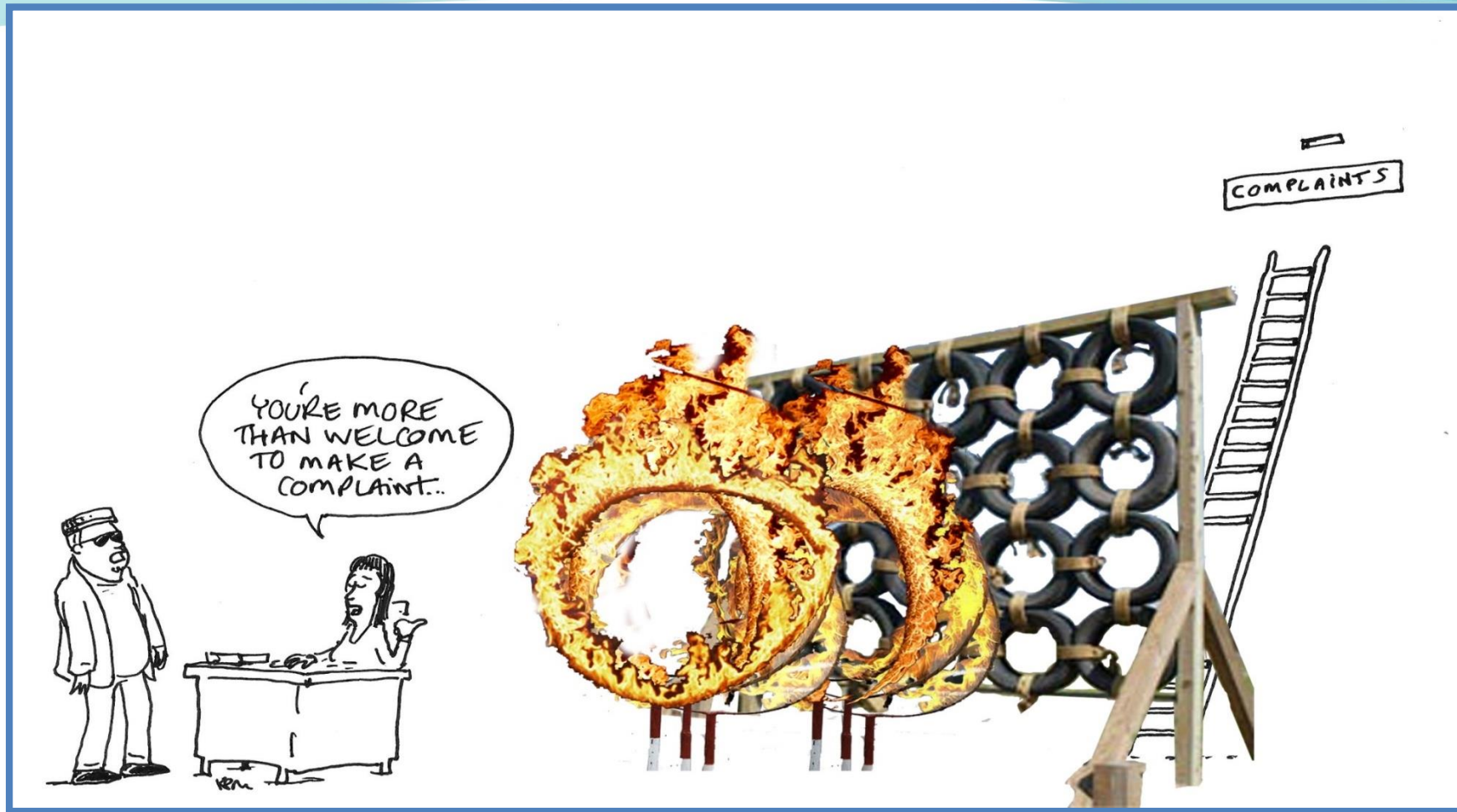
Complaints handling:
good practice advice and
tips from the experts

COMPLAINTS DEPT.

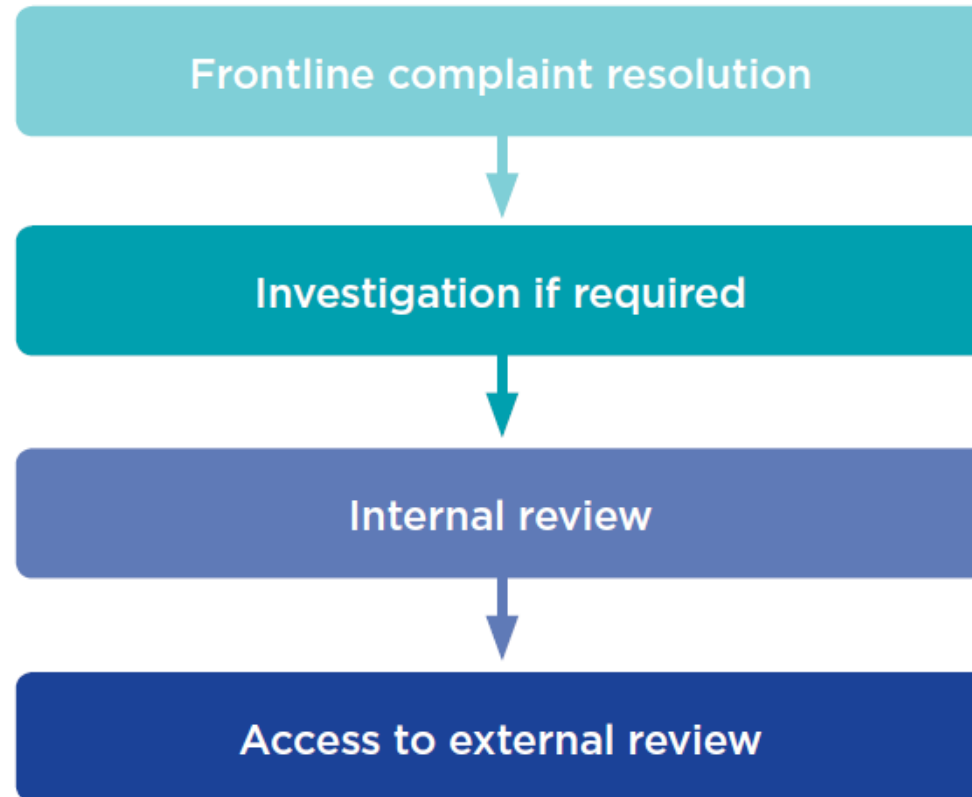


We're open





The tiered approach











I JUST WANT
TO KNOW
WHAT THE
OUTCOME
WAS...



WE'RE LETTING
YOU KNOW...
...IN INTERPRETIVE
DANCE...



OUR MEASURE
OF SUCCESS IS
LESS COMPLAINTS!



OUR MEASURE
OF SUCCESS IS
MORE COMPLAINTS!



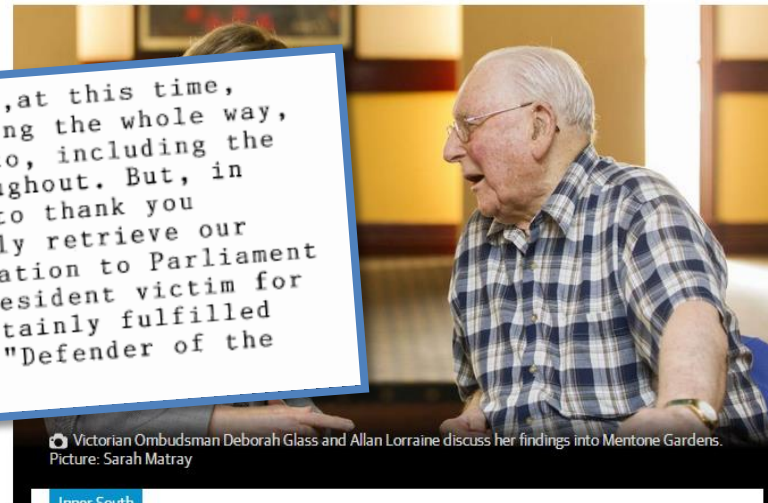


*We got nowhere. We'd go
thru
and
aro*

Leader

COMMUNITY NEWS

3. Be that as it may, I wish to take the opportunity, at this time, to thank you again for your wonderful assistance along the whole way, in helping us victims of the "Mentone Gardens" fiasco, including the woeful performance of the Department of Health throughout. But, in addition to that broadband acknowledgement, I wish to thank you especially for enabling Rose and myself to eventually retrieve our losses, as the outcome of your forthright recommendation to Parliament and, per se, to the Government, to reimburse each resident victim for his/her "bonds funds" loss. In the process, you certainly fulfilled every victim's expectation of you as the potential "Defender of the People" in this venture.

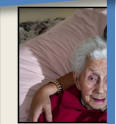


Victorian Ombudsman Deborah Glass and Allan Lorraine discuss her findings into Mentone Gardens. Picture: Sarah Matray

Inner South

Advocate, 92, recognised with OAM for efforts in reclaiming \$4.33m

Nicholas Payne, Mordialloc Chelsea Leader
June 29, 2016 4:17pm



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Investigation into Department of Health oversight of Mentone Gardens, a Supported Residential Service
April 2015

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More information:

www.ombudsman.vic.gov.au/Publications

www.education.ombudsman.vic.gov.au