

COMPLAINTS & FEEDBACK

We take all complaints and feedback seriously. We see them as an opportunity to improve on our service to our clients.

We endeavour to take action in a structured way to ensure equity and equality for all involved. Any client or an NDIS participant may contact these offices:

- in person
- email
- phone
- via a third party or on your behalf
- anonymously

Once received, we will review the complaint and make every attempt to resolve the matter within 48 hours. If it requires notifying to a higher authority i.e. NDIA our centre will report accordingly. The complaint will be managed through our complaint management process to resolution. The complainant, and associate, will be informed of the outcome in writing.



**UNSURE ABOUT WHO
TO MAKE A COMPLAINT TO?**

there is no wrong door

**I'M NOT HAPPY WITH MY
NDIS FUNDED SERVICE PROVIDER**

**NATIONAL DISABILITY
INSURANCE AGENCY**

1800 035 544 | TTY 133 677
feedback@ndis.gov.au
www.ndis.gov.au

**I'M AM BEING HURT BY A PERSON IN
MY FAMILY OR COMMUNITY**

DISABILITY COMMISSIONER

NSW 1800 628 221

**I'M NOT HAPPY WITH
THE NDIA'S ACTIONS**

COMMONWEALTH OMBUDSMAN

1300 362 072
www.ombudsman.gov.au

If you call any of
our offices we will
help you get to
the right place