

## Where to go

**“I’m not happy with an NDIS funded service”**

The NDIS Commission

→ **Call** 1800 035 544 (free call from landlines)

→ **Visit** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

**“I’m not happy with an NDIA action or decision”**

NDIA or Commonwealth Ombudsman

→ **Call** 1800 800 110 (free call from landlines)

→ **Visit** [www.ndis.gov.au](http://www.ndis.gov.au)  
[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

**“I’m not happy with a service provided by another agency or body”**

Your state or territory complaints body

Find links on our website

→ **Visit** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## Who can make a complaint



**Anyone can make a complaint.**

This includes NDIS participants, other people with disability, friends, families, carers, advocates, workers etc.

## If you need to make a complaint about your NDIS funded services:

→ **Complaint contact form**  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

→ **Call us**  
1800 035 544 (free call from landlines)

→ **National Relay Service**  
[www.relayservice.gov.au](http://www.relayservice.gov.au)  
then 1800 035 544 (free call from landlines)

→ **Translating and Interpreting Service**  
131 450



**NDIS Quality and Safeguards Commission**

**Your rights. Your supports. Your control.**



**NDIS Quality and Safeguards Commission**

## If you need to talk up, talk to us.

**How to make a complaint about your NDIS service**


**Your rights. Your supports. Your control.**



## The NDIS Quality and Safeguards Commission

We want to help your mob get the best NDIS experience they can for family and loved ones. We know that talking up about the quality and safety of your services and supports isn't always easy.

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent government body that works to improve the quality and safety of NDIS funded services and supports.

 **If you need to talk up about your NDIS funded service – talk to us.**


Raising a complaint with us can also lead to better services for everyone.

## What complaints can you raise

 **Concerns about the quality and safety of supports and services.**

We take complaints about whether an NDIS funded service has been provided in a safe way and to an appropriate standard.

You can also complain about how an NDIS provider has dealt with your complaint.


 **If you are concerned about how you will be treated, you can make a confidential complaint.**



**We handle complaints about NDIS services nationally with the exception of WA, which will be available from 1 July 2020.**

## What complaints we don't take

- Complaints about the NDIA
  - NDIS plan access
  - NDIS participant plans
- **Please direct these to the NDIA.**

 **If you're unsure who to contact, contact us and we can help direct you.**

## Making a complaint

We encourage you to try to talk directly to your NDIS service provider first to resolve a complaint. All registered providers must have an effective complaints management system. If you do not feel comfortable talking to the provider or are not satisfied with the result of your complaint, please contact us.

Our complaint service is free, completely independent of the NDIS and confidential if needed. We promise to listen respectfully to your situation in full and discuss steps going forward.

**In resolving an issue, we may:**

- **Request information to clarify the issues**
- **Help you communicate with an NDIS provider**
- **With your consent, talk to the NDIS provider**
- **Communicate responses from an NDIS provider to you.**

 **You may withdraw your complaint at any time.**

An issue may be referred to conciliation or investigation. Conciliation helps everyone to understand the issues and to reach an agreement on how an issue can be resolved.

An investigation may be conducted if serious compliance issues or risks to people with disability are raised in the complaint.