

If you need to speak up, speak to us

How to make a complaint about your NDIS service

Your rights. Your support. Your control.

NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission

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 speak up about your NDIS funded service – speak 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 speaking 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, speak 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.

Where to go

"I'm not happy with an NDIS funded service"

The NDIS Commission

Call 1800 035 544

Visit www.ndiscommission.gov.au

"I'm not happy with an NDIA action or decision"

NDIA or Commonwealth Ombudsman

Call 1800 800 110

Visit www.ndis.gov.au

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

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

Call us

1800 035 544 (freecall from landlines)

National Relay Service

www.relayservice.gov.au

then 1800 035 544

Translating and Interpreting Service

131 450