

# 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](mailto:feedback@ndis.gov.au)  
[www.ndis.gov.au](http://www.ndis.gov.au)

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

**DISABILITY COMMISSIONER**

**WA 1800 813 583**

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

**COMMONWEALTH OMBUDSMAN**

**1300 362 072**  
[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

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