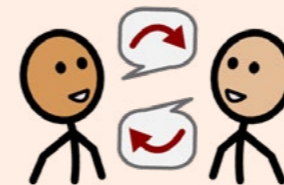




# Making a Complaint

I can complain about the quality and safety of my NDIS services and supports

## To my service provider



My service provider must

- Listen to me
- Help me make the complaint
- Not treat me badly for complaining
- Help me find an advocate if I want one

My feedback gives my service provider the opportunity to fix my complaint and improve their service.

## To the NDIS Quality and Safeguards Commission



- Anyone can complain
- Free and confidential
- Can be anonymous

Phone **1800 035 544**

Complaint form  
[www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints)

I am unhappy with the standard of my service

I did not get what I was promised

I got hurt or I felt scared



My provider is not listening to me

I am worried about my safety

My information was not kept private

In an emergency call 000

## For complaints about NDIS plans or funding

Contact the NDIA on 1800 800 110

The NDIS Quality and Safeguards Commission is separate to the NDIA.