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We welcome your feedback.

At any time, you can submit a complaint, provide a compliment or offer a suggestion to help us improve our service. There are a few ways you can do this.

If you are worried about the quality or safety of the NDIS supports or services you are receiving, you can make a complaint to the [NDIS Quality and Safeguards Commission](#).

## Make a complaint, compliment or provide feedback about the NDIA

We have a no wrong door approach for how people contact us and we welcome all feedback, including complaints and compliments. We are committed to improving our service by listening to those who share their feedback.

You can provide feedback about how we perform our functions, or the performance and conduct of our staff. We welcome any ideas you may have about how we can improve.

If you would like to make a complaint, compliment or provide feedback you can either:

- visit one of our offices or talk to your NDIS planner, local area coordinator or early childhood partner
- email [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)
- use our [online feedback form](#)
- call us on 1800 800 110
- if you are deaf or hard of hearing, contact:
  - TTY on 1800 555 677
  - National Relay Service on 1800 555 727.
- for a free of charge translator or interpreter, call 131 450

If we can't help you, we will try to refer you to someone who can.

## Using our online feedback form

You can fill in an [online form](#) to make a complaint, share a compliment or provide us feedback.

## What happens when you make a complaint?

If you make a complaint about your experience with the NDIA, the way we work or the conduct of a staff member, we will do our best to resolve your complaint as quickly as possible.

We will manage your complaint in line with our [Participant Service Charter](#).

You can expect us to:

- be transparent and connected – we will be clear about how we will manage your complaint and keep you informed
- be responsive and empower you – we will manage your complaint based on your individual preferences and needs
- be respectful – we will listen, treat you with respect, and apologise if we have made a mistake.

After a complaint has been received, we aim to:

- acknowledge your complaint within 1 day
- contact you within 2 days
- resolve your complaint within 21 days.

Some complaints can be resolved much sooner than 21 days. If we need more information to resolve your complaint, we may contact you to get more information. If your complaint is complex and involves several issues, it may take longer to resolve your complaint. We will let you know if this is the case.

## How will the NDIA manage my complaint?

Your complaint will be managed by a staff member who has not previously been involved in your issue. We do this so you can be confident your complaint will be handled independently.

When we contact you about your complaint, we may ask you to provide more information to help us understand your concerns. For example, discussions you have had with staff when you first raised the issue.

We may need to contact you to confirm your identity if we need to access and discuss your personal information. If you are making a complaint for someone else, we may contact you to make sure that you are authorised by that person to speak on their behalf, and to access information that may be needed to manage the complaint.

If you do not have that person's consent, you can still make a complaint, but we will only be able to respond in general terms.

To help you feel safe and supported to share your views and experiences with us, we have an Enquiries, Feedback and Complaints policy available for download.

- [Enquiries, Feedback and Complaints policy \(PDF 280KB\)](#)
- [Enquiries, Feedback and Complaints policy \(DOCX 200KB\)](#)
- [Enquiries, Feedback and Complaints policy – easy read \(PDF 7.6MB\)](#)
- [Enquiries, Feedback and Complaints policy – easy read \(DOCX 72KB\)](#)

More information and resources will be available soon.

## **What happens if I don't agree with the outcome of my complaint?**

If you are not satisfied with the outcome of your complaint, you can ask us to reconsider your complaint and how it was handled.

A staff member who was not involved in the original issue, or the management of your complaint will undertake this reconsideration. After this, if you are still not satisfied, you may seek assistance from the Commonwealth Ombudsman.

The Commonwealth Ombudsman can consider complaints about the actions and decisions we take, including how we have managed a complaint. You can contact the Commonwealth Ombudsman after you have attempted to resolve your issue with us by:

- calling 1300 362 072
- or visiting the [Commonwealth Ombudsman website](#) .

## **What can I do if I have concerns about an NDIS provider or worker?**

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services.

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant.

You can make a complaint to the NDIS Commission by either:

- completing a [complaint contact form](#)
- calling 1800 035 544
- if you are deaf or hard of hearing, contact:
  - TTY on 1800 555 677
  - National Relay Service on 1800 555 727.

For more information, visit the [NDIS Commission website](#) .

## **What if I don't agree with an access or planning decision?**

If you disagree with a decision that we have made, such as a decision about your access to the NDIS or about your NDIS plan, you can request a review. Your request for an internal review must be within 3 months of the decision.

More information, including how to request a review is available on the [internal review of a decision](#) page.

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