

How we decide what action to take

Some things we consider when deciding what action to take on a complaint include:

- the impact of the issues on the safety, wellbeing and rights of persons with disability
- the views of persons with disability who are affected
- the complainant's circumstances
- the likely outcome we could achieve
- whether another agency is better able to deal with the issues raised
- if other action is being taken to address the issues.



How to make a complaint to the NDIS Commission:

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

Complaint contact form

www.ndiscommission.gov.au

Call 000 if you are at immediate risk of harm, or have concerns about a person's wellbeing.



NDIS Quality
and Safeguards
Commission

How we deal with complaints

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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 services and supports provided to people with disability under the NDIS (and in some cases, outside of the NDIS) by NDIS providers.

Raising a complaint with your provider or us can lead to better services for everyone.



Anyone can make a complaint to us about NDIS services and supports

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

We can explain how you can best raise a complaint with your provider.

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

If you are worried about your provider or other people knowing you talked to us, you can complain without giving your personal details, including your name. Or you can ask us to not share your personal details with others.

We are unable to deal with complaints about:

- the National Disability Insurance Agency (NDIA)
- access to the NDIS
- decisions about NDIS participant plans.

You can speak to the NDIA to make a complaint about these

If you're not sure who to talk to about your complaint, contact us and we can help direct you to the right place.



How we deal with complaints

There are three main ways we deal with most complaints people make to us. We can:

1. Help you to resolve the complaint yourself

by explaining:

- your rights and what we expect providers to do
- how to find an advocate to support you
- how to complain to the provider
- how to contact another agency if they are better suited to deal with your complaint.

2. Ask the provider to work with you to resolve your complaint directly.

3. Work with you and the provider to find a solution.

In some cases, we may decide to:

- offer to conduct a conciliation
- require the provider to give us information or do certain things
- formally investigate the situation
- take enforcement action against the provider or worker. This can include issuing a fine, or imposing conditions on the provider's registration. In some cases, the provider may be deregistered, or a worker banned from the NDIS sector.

Our complaints process

When you make a complaint to us, we:

1. **make sure we understand** the problem and will talk to you about how it may be fixed
2. **decide how we will approach the complaint.** This might include:
 - talking to anyone who may be affected by the issues in the complaint
 - asking the provider for information, if you agree to us doing this
3. **decide how we will deal with the complaint,** which we will tell you about.

