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## Online form

You can fill in a [online feedback form](#) to provide feedback to the NDIA.

## Complaint form instructions

You can also fill in a hard copy complaint form. Open the Word form available on this page. If the document opens in a 'View only' mode, you will have to 'Enable editing'. The document is a Read only document so you should save it to your computer before filling it in.

[Complaint form \(DOCX 1.4MB\)](#)

[Complaint form \(PDF 576KB\)](#)

To fill in the form, simply click or place the cursor in the grey fields after each heading and start typing. Move from one field to the next using your mouse or tab key. Below are the headings contained in the form; you can copy these into your own document if you prefer.

When you have filled out the complaints form:

- email your form to: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)
- post your form to: National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601
- drop your form off at any [National Disability Insurance Scheme office](#).

## Feedback about dealing with the NDIA

We believe our frontline staff are the best people to assist you. If you want information about our services or you are unsure about something, we encourage you to contact your local NDIA office.

You can also send an email to [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) or call us on 1800 800 110. If we can't help you, we will try to refer you to someone who can.

## What happens when you make a complaint?

Through our [Participant Service Charter](#), we will:

- act immediately where there appears to be a high risk of harm, neglect or abuse
- acknowledge your complaint within one day after we receive it
- make contact with you within two days after we receive your complaint to give you a reference number and information on what to expect as we resolve your complaint
- resolve your complaint within 21 days after we receive it (keeping in mind that complex complaints, such as complaints with multiple issues, may take longer to address)
- publish information on our website about our performance.

When we contact you to talk about your complaint we may ask you to provide more information to help us understand the nature of your complaint.

We will contact the person or organisation you are complaining about, provide them with details and ask for their comments and relevant information. We will let you know what they say in response to your complaint.

Complaints can be resolved in many different ways and the officer who is handling your complaint can provide you with information about how similar complaints have been resolved.

If you are dissatisfied with the outcome of your complaint you can ask for a supervisor or manager to review your complaint and how it was handled. After this, if you are still not satisfied, you may seek assistance from the Commonwealth Ombudsman:

- call: 1300 362 072

- web: [Commonwealth Ombudsman](#) .

## If you don't agree with a decision

If you think that a decision made by the NDIA is wrong you can [lodge an application for internal review of a decision](#).

## Making a complaint about the quality or safety of services or supports

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:

- phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- completing a [complaint contact form](#) .

For information about making a complaint, visit the [NDIS Commission website](#) .