

# Feedback and complaints policy



## Why do we like feedback and complaints?

We welcome feedback to ensure the services you receive are good.

If you would like to provide feedback or make a complaint, you can contact us via the following:





## What happens when you complain?

We welcome feedback to ensure the services you receive are good.



Your services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.



Your personal information will not be shared with anyone without your **consent**.

**Consent** means saying yes to sharing information with others.





## How do we handle complaints?

We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.

## How do I make a complaint?

We regularly ask for feedback through:



- phone calls



- surveys



- service review meetings.





You can also make a complaint by:

- writing to us
- sending an email
- speaking to someone
- contacting the NDIS Commission by phone on 1800 035 544.



If you need help to make a complaint, we will support you.

You can also ask a family member, friend or advocate to help you make a complaint.