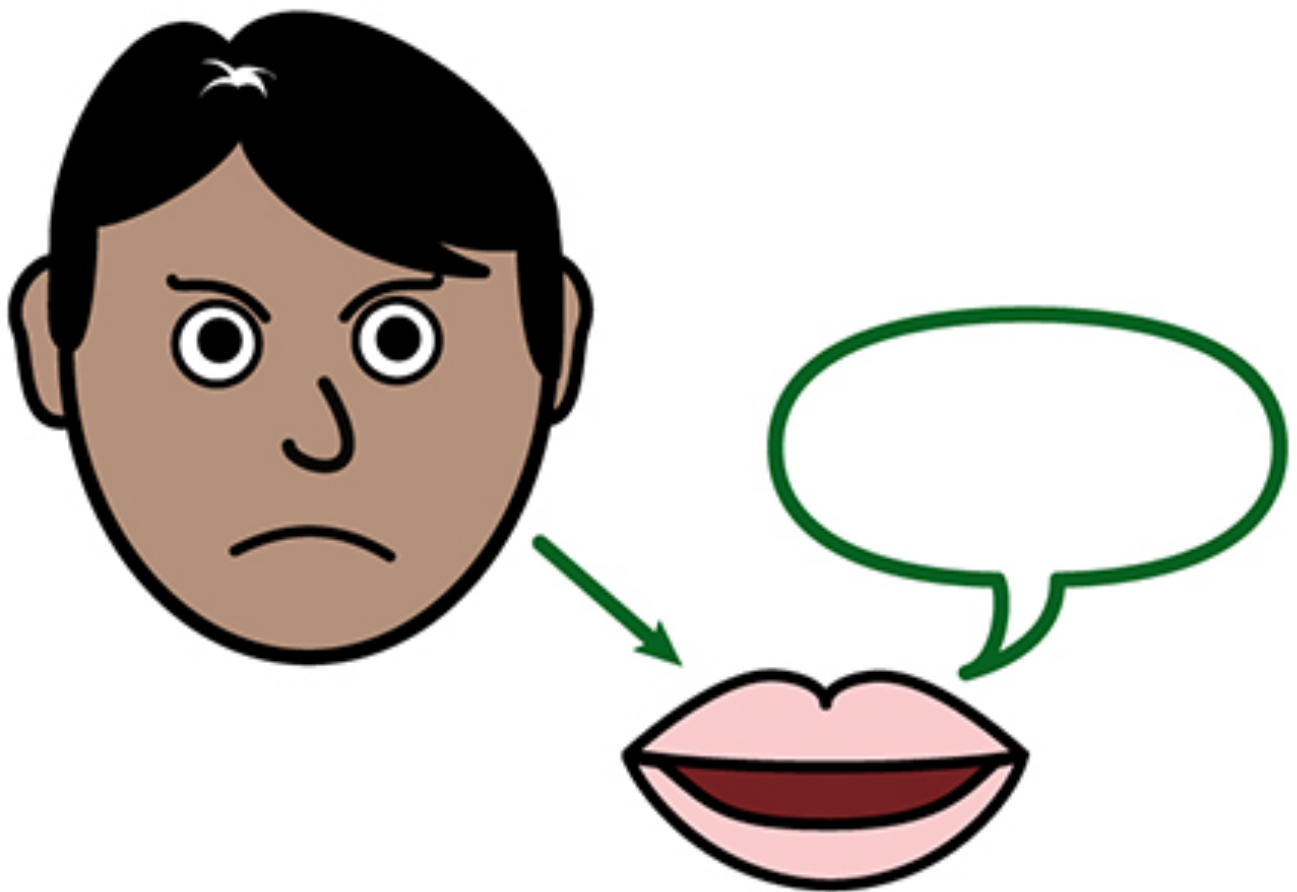


# How to make a complaint

Easy read guide

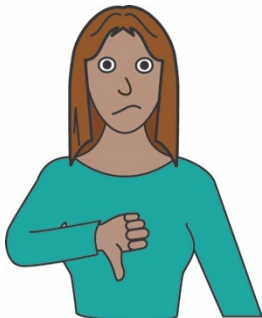


## What is a complaint



A complaint is when you feel **unhappy** about a service.

This may happen because:



We do something the wrong way.

We don't do something that should have been done.

We do something that should not have been done.

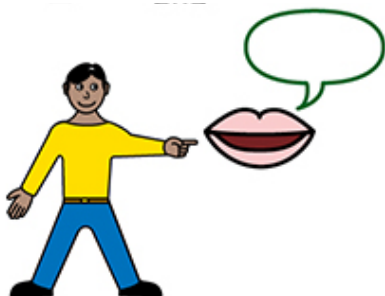
## Who can help me make a complaint?



A family member or friend



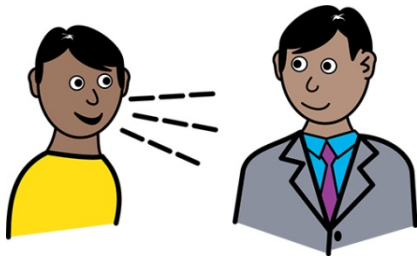
A friend



An advocate

## What should I do if I am unhappy?

Firstly, please talk to us.



You can talk to a Support Services team member or a Manager.

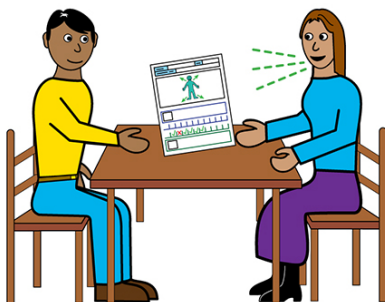


You can come in to talk, phone us, send an email or a letter or complete the Feedback Form on the NDSP website.

## When you make a complaint we will:



Let you know we have received your complaint. We can usually answer your questions and put things right.

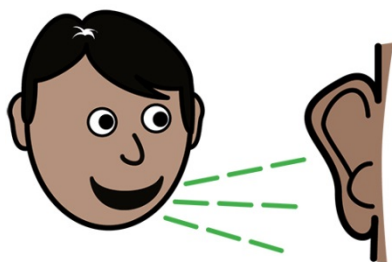


Sometimes we will need to look into your complaint to understand what went wrong and how to fix it.

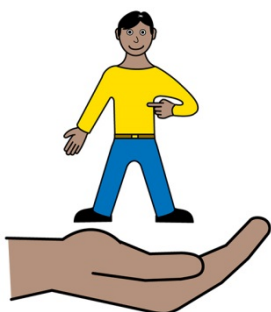


We will help you to understand what is happening at every stage.

## Our promise to you



We will listen to you and learn from what you say when you make a complaint.



We will make sure you are treated fairly and will support throughout your complaint.

# Sorry

We will recognise and apologise for mistakes.



We will explain why things went wrong.



We will try to put things right, and make things better.

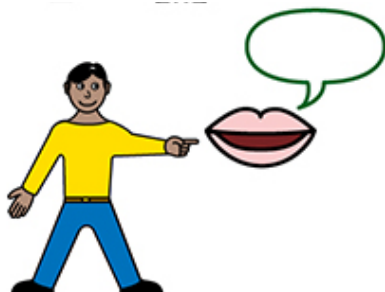
## If you are not happy with our response



You can contact the NDIS Commission on 800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.



Or you can fill in an online complaint form (<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>)



You can also contact a Disability Advocate to talk about your complaint.  
<https://ndsp.com.au/helpme/>