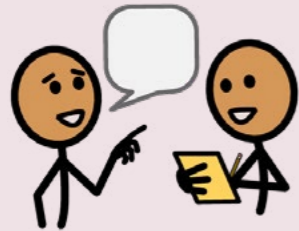




# How does the NDIS Commission Handle Your Complaint?



**The NDIS Commission will gather more information to understand your complaint and the outcome you want.**

They may talk to

- The person with the disability who is affected
- The person who made the complaint
- Any other relevant person
- The provider, but only if the person with disability or the person who made the complaint agrees



The NDIS Commission will also look at the impact on the safety, wellbeing and rights of the person.



**How does the NDIS Commission try to fix the issue?**

They may:

- Help you to fix the problem with the provider yourself
- Work with you and your provider to fix the problem together
- Ask the provider to take specific actions to fix the problem



If there are serious concerns and risks to people, the NDIS Commission may:

- Investigate the provider
- Take action against the provider



The NDIS Commission will keep you informed during the process and give you a decision in writing.



**Important! You can stop your complaint at any time.**



### What if I disagree with the decision?

Contact the NDIS Commission within 42 days to ask them to reconsider the complaint.

1800 035 544

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

Assistant Director Quality Assurance  
NDIS Quality and Safeguards Commission  
PO Box 210  
PENRITH NSW 2750



### What if I am unhappy with how the NDIS Commission handled my complaint?

Contact the Commonwealth Ombudsman

1300 362 072

[www.ombudsman.gov.au](http://www.ombudsman.gov.au)



### For more information about how the NDIS Commission handles complaints

[www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints)