

# Making a Complaint

I am unhappy with the standard of my service

I did not get what I was promised

I got hurt or I felt scared

My provider is not listening to me

I am worried about my safety

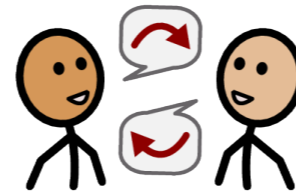
My information was not kept private



**For an interpreter**  
call Translating and  
Interpreting Services  
(TIS) National on  
**131 450**

I can complain about the quality and safety of my NDIS services and supports

To my service provider



My service provider must

- Listen to me
- Help me make the complaint
- Not treat me badly for complaining
- Help me find an advocate or interpreter if I want one

To the NDIS Quality and Safeguards Commission



- Anyone can complain
- Free and confidential. Can be anonymous
- I can stop my complaint at any time

Call **1800 035 544**

Complaint form

[www.ndiscommission.gov.au/contact-us/makeacomplaint](http://www.ndiscommission.gov.au/contact-us/makeacomplaint)

Note: For complaints about NDIS plan or funding, contact the NDIA on **1800 800 110**. The NDIS Commission is separate to the NDIA.

**In an emergency call 000**