

### Complaints about services bought with your NDIS package

If you are unhappy with the quality of support or performance of a Disability Service or other service that you purchase with your NDIA funding package, complain to:

#### NDIS Quality & Safeguards Commission (QSC)

P.O Box 210, Penrith NSW 2750

E: [feedback@ndiscommission.gov.au](mailto:feedback@ndiscommission.gov.au)

T: 1800 035 544

More information on website:

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

### General complaints about the NDIS

The NDIS Complaints Procedures requires that the NDIA:

- take immediate action where there appears to be a high risk of harm or abuse
- acknowledge complaints within 24 hours of receipt
- call you within 48 hours of acknowledgement
- resolve complaints within 21 calendar days

The Agency (NDIA) encourages complaints and these can be:

- made in writing or in person or submitted on the Agency Complaint Form
- directed to the person you have a concern about, or to their supervisor
- if you are still unhappy you can speak to the State/Territory manager

NDIA Complaint form can be downloaded from: [www.ndis.gov.au/document/457](http://www.ndis.gov.au/document/457)

### Complaints about the NDIA itself or NDIA staff

If you aren't satisfied with the performance of NDIA you can complain to the:

#### Commonwealth Ombudsman

T: 1300 362 072

W: [www.ombudsman.gov.au/pages/making-a-complaint](http://www.ombudsman.gov.au/pages/making-a-complaint)

### Review of Reviewable Decisions (RORD)

Reviewable Decisions are legislated in the NDIS Act and are decisions made by the NDIA as part of its processes, e.g. person deemed not eligible; denying funding for a support or equipment requested by participant.

If you disagree with a NDIA decision you can request (verbally or on form) an internal review of the decision by the NDIA. They must provide a written response to the request.

#### Administrative Appeals Tribunal

If the participant is still dissatisfied with a decision following an internal (i.e. within NDIA) review, they can then apply to the Administrative Appeals Tribunal (AAT). This includes decisions, such as a decision that a participant cannot manage the funding for supports will be reviewable by the AAT. Complaints.

T: 1300 366 700

E: [feedback@aat.gov.au](mailto:feedback@aat.gov.au)

W: [www.aat.gov.au](http://www.aat.gov.au)

---

For more information please email Christine Scott [christine@valid.org.au](mailto:christine@valid.org.au)

130 Cremorne Street, Richmond VIC 3121

Ph: (03) 9416 4003

[www.valid.org.au](http://www.valid.org.au)