
Feedback and Complaints

Step 4 - Feedback and Complaints

NDIS Complaints Form

Everyone that comes into contact with the NDIS has the right to provide feedback or make a complaint.

The NDIA welcomes [feedback, including complaints](#), to identify what works or improvements needed.

You can provide feedback or submit a complaint at a local NDIA office, by phoning the NDIA support line, in writing, or by using the [online form](#).

Keep a record of any feedback you provide, particularly complaints, so you can refer back to them in future.

Process

When the NDIA receive a complaint, they aim to:

- Take immediate action if there is a high risk of harm, neglect or abuse
- Acknowledge complaints within the next business day from receiving the complaint
- Call you within two business days of acknowledgement of your complaint
- Resolve complaints within 21 business days of receiving your complaint.

If you are unhappy with an outcome

If you are not happy with the outcome of your complaint you can ask for a supervisor or manager to review your complaint and how it was handled. After this, if you are still not satisfied, you may seek assistance through the [Commonwealth Ombudsman](#) or [National Disability Advocacy Program](#). You may wish to ask a family member, friend or service provider for support with this.