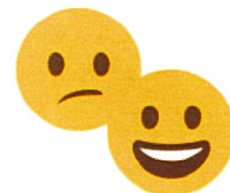




Feedback or Complaints?

Here is how you can let us know



1. Come and talk to us

In person

Come and chat to us about how we can improve our service. If we are not doing so well, we would love the chance to do better. You can contact us directly using the details on this flyer.

2. Send us a feedback form

By mail or email

You can use our feedback form to tell us what is going wrong. You don't even have to put your name on it. There should be a form attached to this flyer, or just ask us to give one to you.

3. Complete our survey

Your feedback helps us get better

From time to time we run surveys to see how our customers are feeling about our service. We would love to hear from you too. See the details on this flyer for more information.

4. Have we fixed things?

Let us know how we are doing

It can be hard to hear that we aren't doing as well as we would like and we really want to offer you the best service possible. If you have asked us to make a change it would help us to know that we have fixed the problem. You can do this by using any of the methods listed above.

5. Are we still getting it wrong?

You have other options

If you wish to take your complaint further you can do so by contacting the NDIS Commission on 1800 0355 44 or online at www.ndiscommission.gov.au. Please let us know if you need some support to do this.

