



Feedback and complaints

The National Disability Insurance Agency (NDIA) welcomes feedback, including complaints. We believe people have a right to speak up as it helps us to see what works, what doesn't and where we can make improvements in our products and services.

Feedback about dealing with the NDIA

We believe our frontline staff are the best people to assist you. If you want information about our services or you are unsure about something, we encourage you to contact your local NDIA office.

You can also go to our website, send an email to feedback@ndis.gov.au or call us on 1800 800 110. If we can't help you, we will try to refer you to someone who can.

Making a complaint about the NDIA

You can make a complaint by talking to someone at any one of our local offices or you can fill in an [online complaint form](#) on our website. There's more information at ndis.gov.au/feedback-complaints-reviews. You can even make a complaint in your preferred language.

If we cannot deal with your complaint, we will explain why.

What happens when you make a complaint?

We will resolve your complaint as quickly as possible at your local office. Our Complaints Procedure requires that we:

- take immediate action where there appears to be a high risk of harm, neglect or abuse
- aim to acknowledge complaints within the next business day from receipt
- call you within two business days of acknowledgement
- aim to resolve complaints within 21 business days of receipt
- publish information on our performance.

When we contact you to talk about your complaint we may ask you to provide more information to help us understand the nature of your complaint.

We will contact the person or organisation you are complaining about, provide them with details and ask for their comments and relevant information. We will let you know what they say in response to your complaint.

Complaints can be resolved in many different ways and the officer who is handling your complaint can provide you with information about how similar complaints have been resolved.

If you are dissatisfied 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 from the Commonwealth Ombudsman:

- Call: 1300 362 072
- Web: ombudsman.gov.au/pages/making-a-complaint/

What if you think a decision made by the NDIA about you is wrong?

If you think that a decision made by the NDIA is wrong you can lodge an application for internal review of a decision.

See the separate fact sheet on **Internal Review of a Decision**.

More information

- Visit: ndis.gov.au
- Email: enquiries@ndis.gov.au
- Call 1800 800 110* Monday to Friday, 9am to 5pm EST.

For people with hearing or speech loss:

- TTY: 1800 555 677
- Speak and Listen: 1800 555 727
- For people who need help with English TIS: 131 450

*1800 calls are free from fixed lines; calls from mobiles may be charged.