# Blind Citizens Australia logo

Ph 1800 033 660 | E [bca@bca.org.au](mailto:bca@bca.org.au) | W [bca.org.au](http://www.bca.org.au/) | ABN 90 006 985 226

# Complaints and Feedback

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## Providing Feedback

If you would like to provide the National Disability Insurance Agency with feedback about your experience as a participant, dealing with the National Disability Insurance Agency or the scheme in general you can do so by any of the following methods:

* Calling the agency on 1800 800 110 (Monday – Friday, 8:00am – 11:00pm)
* Sending an Email to feedback@ndis.gov.au
* Visiting your local office in person
* Writing a letter and sending it to National Disability Insurance Agency, GPO Box 700, Canberra 2601

## Making a Complaint

If you are unhappy with the way you have been treated by the National Disability Insurance Agency, you can make a formal complaint. If you are unhappy with a decision that has been made about you, you can submit a request for a review of the decision. See our fact sheet on ‘Requesting a Review of an Internal Decision’ for information on how to do this.

Complaints can be made by:

* Calling 1800 800 110 (Monday – Friday, 8:00am – 11:00pm)
* Sending an email to enquiries@ndis.gov.au
* Visiting your local office in person
* Writing a letter and sending it to National Disability Insurance Agency, GPO Box 700, Canberra 2601
* Completing the online complaint for at www.ndis.gov.au

You can make a complaint in your preferred language.

## What happens when I make a Complaint?

The National Disability Insurance Agency has a policy for handling complaints which includes:

* Responding to any complaint that involves risk of harm, abuse or neglect immediately
* Acknowledging all other complaints within one business day
* Contacting you via phone within 2 business days of acknowledgement to discuss your complaint.
* Resolving your complaint within 21 days of acknowledgement

Depending on what your complaint is about you may be asked to provide more information. You can do this in your preferred format and language however it is important you provide this information in a timely manner.

If you feel uncomfortable about making a complaint, you can have someone assist you to do so. This person can be a friend, family member, carer, guardian or an advocate. If you would like to find an advocate, see our fact sheet on ‘Helpful Contacts’.

If you are unhappy with the way your complaint is handled or resolved, you can ask for a manager to review it.

You may also choose to contact the Commonwealth Ombudsmen who can investigate your complaint further. You can do this by:

* Calling 1300 362 072
* Visiting www.ombudsman.gov.au

## Tips for making an effective complaint

* If you are making the complaint in person or over the phone, try to remain free from aggression.
* Before calling the agency or attending the office it may help you to write down some notes on what your complaint is about, and what you would like done to resolve your complaint
* If you feel uncomfortable about making a complaint, you can have a friend, family member, advocate or another person of your choosing with you, they may also speak on your behalf if you choose.
* If you are going to submit your quote via email, letter or online it may help to have someone else read over it before sending to ensure you include all of the relevant information
* Avoid making threats of harm against individual staff members or threats against the agency, it is an offence to threaten a person or a government department.
* Whenever you make or receive a phone call about your complaint, you should try to record details such as the time and date of the call and the name of the person you spoke to. You may need to refer to this information at a later date.