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# 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.