

## COMPLAINTS ABOUT NDIS?

### 1. What can you complain about?

- a. If you feel uncomfortable about your experience with the NDIS then you have a right to make a complaints and be heard.
- b. You may feel you have been treated unfairly, unlawful, unjust or discriminated against.
- c. You may have been waiting an unreasonable amount of time for the NDIA to make a decision on an access request or internal review.

### 2. How do you make a complaint?

Follow the steps below!

- a. First put your complaint in to the NDIA and wait for them to attempt to make a resolution within 21 days. If you do not hear anything or you are not satisfied with the outcome then you can take the matter further to the Commonwealth Ombudsman.
- b. Further information on the complaints process is on the NDIS page [HERE](#)

#### [Step 1 – Lodge your complaint through the NDIA](#)

- a. Online form accessed [HERE](#) and:
  - a. Email your form to: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)
  - b. Post your form to: National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601
  - c. Drop your form off at any National Disability Insurance Scheme office.
- b. In person at your local office

**TIP:** Make sure you clearly set out what outcome you want from your complaint. If you have more than one complaint then make this clear with numbering.

#### [Step 2 – Keep a record:](#)

- a. Note down when you made the complaint
- b. Count 21 days (3 weeks) and mark this date!
- c. The NDIA must attempt to resolve to your complaint within this time period
- d. Always keep a record of any phone calls/emails/conversations with the NDIA.

#### [Step 3 – The NDIA should attempt to resolve your complaint within 21 days](#)

- a. The NDIA will contact you within 2 business days of receiving your complaint
- b. The NDIA must attempt to resolve complaints within 21 business days of receipt
- c. You are entitled to have your complaint investigated and not rushed, the NDIA may only briefly contact you and CLOSE the complaint – so make sure you specifically ask if the complaint is still open or closed and ensure it is still open until you are happy with the resolution

**TIP:** If your complaint has more than one issue make sure every issue has been addressed by the NDIA before they close the complaint!

### **Remember to keep a record!**

You may experience inconsistency with conversations so a record is great for keeping the NDIA accountable.

#### Step 4 – Commonwealth Ombudsman

- a. If you are not happy with the NDIA's response OR you haven't heard anything within 21 days, you can lodge your complaint to the Commonwealth Ombudsman
  - i. Call: 1300 362 072
  - ii. Post: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601
  - iii. Online form: [HERE](#)
  - iv. More information: [HERE](#)

The Ombudsman's role is to review complaints, they help to keep the NDIA accountable and will make efforts to deal with your complaint in a reasonable time frame.

#### Step 5 - Other options to take your complaint

- a. To your Local MP: arrange a meeting or write a letter to your Local MP
- b. Minister: Write to the Minister's office
- c. Go to the media
- d. You can go to the media, Local MP, Minister etc before the 21 days but your matter will be more powerful if you have first made a complaint to the NDIS and received an unsatisfactory outcome. It is preferable to wait the 21 days before going to the Ombudsman.

By making complaints it helps to keep the NDIS accountable! It empowers you and gives you a voice!

If at any time you would like assistance with your complaint please contact RIAC for free advocacy assistance.

Please note: complaints are different to reviewing a decision made by the NDIS or an appeal to the Administrative Appeals Tribunal (AAT). Please contact RIAC if you would like an Advocate to assist with an Internal Review or an Appeal to the AAT, our service is free.