

# COMPLAINTS & FEEDBACK

We take all complaints and feedback seriously. We see them as an opportunity to improve on our service to our clients. We endeavour to take action in a structured way to ensure equity and equality for all involved. Any client or an NDIS participant may contact us:

- in person
- email
- phone
- via a third party or on your behalf
- anonymously

Once received, we will review the complaint and make every attempt to resolve the matter within 48 hours. If it requires notifying to a higher authority i.e. NDIS or our centre will report accordingly. The complaint will be managed through our complaint management process to resolution. The complainant, and associate, will be informed of the outcome in writing.

# NDIS

**UNSURE ABOUT WHO  
TO MAKE A COMPLAINT TO?**  
*there is no wrong door*

**I'M NOT HAPPY WITH MY  
DISABILITY SERVICE PROVIDER**

**DISABILITY SERVICES COMMISSIONER  
(VICTORIA)**

**1800 677 342**  
complaints@odsc.vic.gov.au  
www.odsc.vic.gov.au

**I'M NOT HAPPY WITH THE  
NDIA'S ACTIONS**

**COMMONWEALTH OMBUDSMAN**

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

**I'M NOT HAPPY WITH MY COMMUNITY  
MENTAL HEALTH PROVIDER**

**MENTAL HEALTH COMPLAINTS  
COMMISSIONER (VICTORIA)**

**1800 246 054 | 03 9032 3328**  
help@mhcc.vic.gov.au  
www.mhcc.vic.gov.au