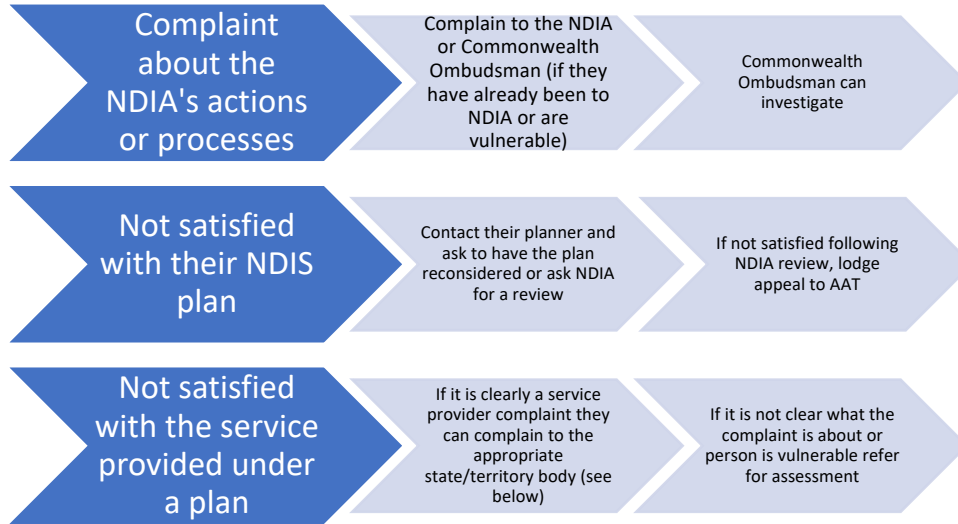


COMPLAINTS

THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS) THE NATIONAL DISABILITY INSURANCE AGENCY (NDIA)



National Disability Insurance Commission

Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
[National Relay Service](#) and ask for 1800 035 544.
Completing a [complaint contact form](#).

National Disability Insurance Agency (NDIA)

Phone: 1800 800 110
Email: feedback@ndis.gov.au

Administrative Appeals Tribunal (AAT)

Phone: 1800 228 333
Email: generalreviews@aat.gov.au

Complaints about state service providers

Dept of Communities, Child Safety & Disability Services

Phone: 1800 080 464
Email: feedback@communities.qld.gov.au

Queensland Ombudsman

Phone: 07 3005 7000, or 1800 068 908 (outside Brisbane metro)
Website: www.ombudsman.qld.gov.au

Fair Trading Queensland

Phone: 13 74 68
Website: www.qld.gov.au/law/fair-trading

Commonwealth Ombudsman

Phone: 1300 362 072
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

If you have any doubt about what action to take, please call us and we will guide you through the process:

07 | 4426 8700 07 | 3155 6559

Interpreters, support, and advocates can be provided to help you through the process.