

COMPLAINTS PATHWAY

NDIS participants - who to contact and when

YOUR CONCERN	FIRST STEP / OPTION	IF YOU NEED FURTHER REVIEW
Complaint about an NDIS provider or worker	You may raise the concern with the provider if you feel comfortable OR contact the NDIS Quality and Safeguards Commission directly.	If you are unhappy with an NDIS Commission complaint decision, you may ask the Commission to reconsider it. The Commonwealth Ombudsman can review how the Commission handled your complaint.
Complaint about the NDIA's service, actions or processes	Contact the NDIA and make a complaint or provide feedback.	If you remain unhappy with how the NDIA handled the complaint, you may contact the Commonwealth Ombudsman.
Not satisfied with a reviewable NDIA decision about your NDIS plan or funding	Ask the NDIA for an internal review of the decision within the timeframe stated in your decision letter.	If you are dissatisfied with the internal review decision, you may apply to the Administrative Review Tribunal (ART), where the decision is reviewable.

Important: You do not have to complain to Emily's Hope first before contacting the NDIS Quality and Safeguards Commission. Complaints to the Commission can be anonymous or confidential.

Current external contacts

NDIS Quality and Safeguards Commission Provider/worker complaints and safeguarding concerns Phone: 1800 035 544 TTY: 133 677 National Relay Service: ask for 1800 035 544 Report an issue online	National Disability Insurance Agency (NDIA) NDIA feedback, complaints, plan/funding enquiries Phone: 1800 800 110 Feedback and complaints
Administrative Review Tribunal (ART) Review of eligible NDIA internal review decisions Phone: 1800 228 333 Email: reviews@art.gov.au NDIS reviews at the ART	Other complaint bodies Commonwealth Ombudsman: 1300 362 072 - complaints about Australian Government administration Queensland Ombudsman - complaints about Queensland public agencies Office of Fair Trading Qld: 13 74 68 - consumer complaints about goods/services Queensland Fair Trading

Need help choosing the right pathway? Emily's Hope can help you understand your options. You may also ask a family member, friend, advocate, interpreter or communication support person to assist you.

Emily's Hope: 07 4426 8700 | 07 3155 6559 | enquiries@emilyshope.com.au