First Name

Last Name

Telephone or TTY

Mobile phone

Email



Address

If you would like to complain anonymously you can mail the Complaint Form to 2/4 Vasey Avenue Lalor Vic 3075

Do you need assistance with this form?

Who do you need to assist you? Please tick below

Advocate

Carer

Guardian

Translator

A complaint can be made to the NDIS Commission by:

* Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
* [National Relay Service](https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service) and ask for 1800 035 544.
* Completing a [complaint contact form](https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF).

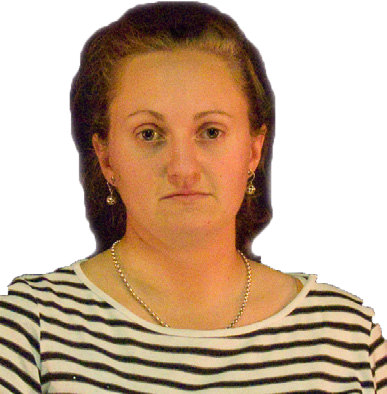
The NDIS Commission can take complaints from anyone about:

* NDIS services or supports that were not provided in a safe and respectful way
* NDIS services and supports that were not delivered to an appropriate standard
* How an NDIS provider managed a complaint about services or supports provided to an NDIS participant

Tell us what made you unhappy (your complaint)

What would you like to happen?

Have you spoken to your service (please circle)

**Yes No**



What is the name of your service?

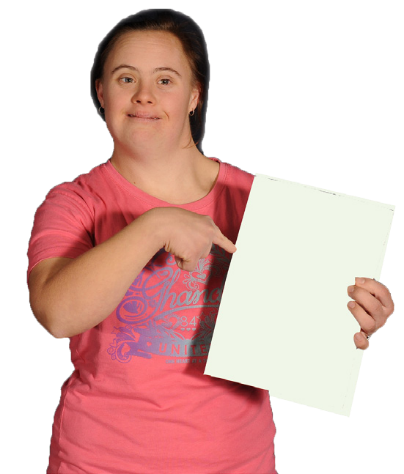


**I do not allow**

the Disability Services Commissioner to talk to my service about what made me unhappy (my complaint)

**Signature**

**I would like somebody from the Disability Services Commissioner to call me.**



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**I allow**

the Disability Services Commissioner to talk to my service about what made me unhappy (my complaint)

**Signature**

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**Phone:**

**Email:**

**Location:**

Complaint Investigation

|  |  |  |
| --- | --- | --- |
| Complaint Number: |  | |
| Relevant Department: |  | |
| To be Investigated By: |  | |
| Investigation Deadline: |  | |
| Investigator Remarks: |  | |
|  | |  |
|  | |  |
|  | |  |
| Resolved: | YES  NO | |
| Investigator Signature: |  | |
| Resolution Approved by: |  | |