On this page:

We welcome your feedback
Make an enquiry, provide feedback or raise a complaint
What happens when you make an enquiry, provide feedback or raise a complaint
How will the NDIA manage my complaint?
What happens if I don’t agree with the outcome of my complaint?
What can I do if I have concerns about an NDIS provider or worker?
What if I don't agree with an access or planning decision?
More information

We welcome your feedback

At any time, you can submit a complaint, provide a compliment or offer a suggestion to help us improve our service. There are a few ways you can do this.

If you are worried about the quality or safety of the NDIS supports or services you are receiving, you can make a complaint to the NDIS Quality and Safeguards Commission .

Make an enquiry, provide feedback or raise a complaint

We have a ‘no wrong door’ approach for how people contact us, and we welcome all feedback, including complaints and compliments. We are committed to improving our service by listening to those who share their feedback.

You can make an enquiry, provide feedback or raise a complaint:

- Online: Feedback form or live chat
- Email: enquiries@ndis.gov.au
- Phone: 1800 800 110 (NDIS National Contact Centre), Monday – Friday 8 am to 7 pm
- In person: by visiting an NDIS office, Local Area Coordinator (LAC) or Early childhood (EC) partner
- Mail: NDIA, GPO Box 700, Canberra ACT 2601.
- If you need an interpreter, call the Translation and Interpreting Service (TIS) on 131 450 and ask to be connected to the NDIS
- If you have hearing or speech loss, contact TTY on 1800 555 677 or the National Relay Service on 1800 555 727.

If we can’t help you, we will try to refer you to someone who can.

What happens when you make an enquiry, provide feedback or raise a complaint

If you make a complaint about your experience with the NDIA, the way we work, or the conduct of a staff member, we will do our best to resolve your complaint as quickly as possible.

To encourage you to feel safe and supported to share your views and experiences with us, we have an Enquiries, Feedback and Complaints policy. The policy outlines what you can expect from us and includes our enquiries, feedback and complaints handling principles. They are:

- transparent – we will make it simple and clear to raise a complaint. We will do this with accessible and well-publicised channels.
- responsive – we will consider your complaint quickly and seriously. We will let you know what to expect.
- respectful – we recognise your safety and rights when you raise an issue. Our staff are accountable and will respond to you with empathy and understanding.
- empowering – we encourage and enable people with disability to raise issues with us directly. We value your experience by learning from it to improve how we do things.
- connected – we will support you to access, engage with, and navigate our processes. We will support you to get as close to your desired outcome as possible, while adhering to NDIS legislation and guidelines.

How will the NDIA manage my complaint?

There are 8 steps we follow to manage complaints. The steps are:

- acknowledge
- assess and record
- contact
- resolve or refer
- communicate
- respond
- follow-up
- consider and learn.

You can read more about these steps in our Enquiries, Feedback and Complaints policy.

After a complaint has been received, we aim to:

- acknowledge your complaint within 1 day
- contact you within 2 days
- resolve your complaint within 21 days.

Some complaints can be resolved much sooner than 21 days. If we need more information to resolve your complaint, we may contact you to get more information. If your complaint is complex and involves several issues, it may take longer to resolve your complaint. We will let you know if this is the case.

We may need to contact you to confirm your identity if we need to access and discuss your personal information. If you are making a complaint for someone else, we may contact you to make sure that you are authorised by that person to speak on their behalf, and to access information that may be needed to manage the complaint.

If you do not have that person's consent, you can still make a complaint, but we will only be able to respond in general terms.

To help you feel safe and supported to share your views and experiences with us, we have an Enquiries, Feedback and Complaints policy available for download.

- Enquiries, Feedback and Complaints policy (PDF 280KB)
- Enquiries, Feedback and Complaints policy (DOCX 200KB)
- Enquiries, Feedback and Complaints policy – easy read (PDF 7.6MB)
- Enquiries, Feedback and Complaints policy – easy read (DOCX 72KB)
- Enquiries, Feedback and Complaints overview (DOCX 288KB)

More information and resources will be available soon.

What happens if I don't agree with the outcome of my complaint?

If you are unhappy with our resolution process, you can ask for a supervisor or manager to review your complaint and how it was handled. You may also choose to contact the Commonwealth Ombudsman.

The Commonwealth Ombudsman can consider complaints about the actions and decisions we take, including how we have managed a complaint. You can contact the Commonwealth Ombudsman after you have attempted to resolve your issue with us by:

- calling 1300 362 072
- or visiting the Commonwealth Ombudsman website .

What can I do if I have concerns about an NDIS provider or worker?

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services.

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 has managed a complaint about services or supports provided to an NDIS participant.

You can report an issue to the NDIS Commission by either:

- completing an online form
- calling 1800 035 544
- if you are deaf or hard of hearing, contact:
  - TTY on 1800 555 677
  - National Relay Service on 1800 555 727.

For more information, visit the NDIS Commission website .

What if I don't agree with an access or planning decision?

If you disagree with a decision that we have made, such as a decision about your access to the NDIS or about your NDIS plan, you can request a review. Your request for an internal review must be within 3 months of the decision.

More information, including how to request a review is available on the internal review of a decision page.

More information

Read the full Enquiries, Feedback and Complaints policy.

The feedback policy is also available in Easy Read.

View the Enquiries, Feedback and Complaints policy in your language.

This page current as of
24 August 2026