Employment.

NDIS feedback & complaints flowchart



Feedback helps to make our service better. Come and talk with our staff and we will handle all feedback and complaints sensitively and confidentially.



Let a staff member know your feedback. You can bring a support person with you, if you like.



We will follow up and discuss your feedback with you.



The feedback is received, accepted and addressed.



The feedback will be forwarded to the manager.



The feedback is documented and steps will be taken to resolve the problem.



Has your complaint or feedback been resolved?

Yes

Great! We are happy that we could be of help.

No

Please tell us why not. Or feel free to contact the Quality Safeguards Commission on

1800 035 544.

Remember:

You will not be treated differently because of what you have told us.



Contact us today