
It's **OK** to complain about **NDIS** funded disability services



A complaint is telling someone that you are not happy with something about your service.

It's OK to complain.

It can make services better.



The Disability Services Commissioner and staff help fix problems with Victorian disability services funded by the NDIS.

We can help your disability service:

- understand what made you unhappy
- give you information about why something happened
- fix the problem
- say sorry



It is **against the law** for people from your disability service to treat you badly when you make a complaint.



You can complain about these services

- planning (includes complaints about NDIS planning by Local Area Coordinators)
- support coordination
- personal care
- day services
- group homes
- case management
- respite services
- advocacy services
- aids and equipment services
- financial intermediary services
- information services
- other services such as, outreach, recreation, and behaviour support services



**You can call the
Disability Services Commissioner on
1800 677 342**

**You can send an email to
complaints@odsc.vic.gov.au**



We acknowledge the traditional Aboriginal owners of country throughout Victoria and pay our respects to them, their culture and their Elders past and present.