



Client Complaint Procedure (Easy Read)

A **complaint** is when you talk to us because something has gone wrong with your supports or services. Complaints are more serious than **feedback**.



I have a complaint. What can I do?



Call 1800 378 272
and say 'I have a complaint'



If I am still not happy



Call 1800 378 272
and ask for the Director of In-home and Community Support
or Director of Specialised Disability Support



If I am still not happy



Call 1800 378 272
and ask for the Chief Operating Officer



If you are still not happy or prefer not to talk to us directly, please call the NDIS Commission on 1800 035 544 or Disability Advocacy SA (DACSSA) on (08) 7122 6030.

You can also call the Health and Community Services Complaints Commissioner on 1800 232 007 if things are still not right.

because you matter.