



It's **OK** to complain

about **ndis** funded disability services



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

It's OK to complain!

It can make services better.



The Disability Services Commissioner and staff help fix problems with disability services. We can help your disability service:

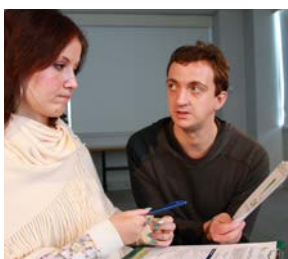
- understand what made you unhappy
- give you information about why something happened
- fix the problem
- say sorry



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

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OK
to complain

 Disability
Services
Commissioner



You can complain about these services

The Commissioner can help with complaints about Victorian disability services such as

- planning (includes complaints about NDIS planning by Local Area Coordinators)
- 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