

How to make a complaint

If you're not happy with our service, we encourage you to tell us. Here are the steps you can take:

1 Talk to the person who provided the service

Talk to your support worker or coordinator. If you don't wish to speak with them, or they are unable to resolve the issue, please complete the complaints form on our website (www.connexions.org.au) or email complaints@connexions.org.au

2 After we hear about your problem, we'll take the necessary steps to look into it

We will do our best to resolve the issue and, if you have provided your contact details, we will keep you informed along the way.

3 If we can't resolve the issue

You have the right to contact the NDIS Commission on:
Ph: 1800 035 544 (free call from landlines) or TTY 133 677.
National Relay Service: ask for 1800 035 544
Web: www.ndiscommission.gov.au/complaints

3 Or if you are not happy with the NDIS Commission actions

You can make a complaint about the NDIS Commission.
Email: feedbackandcomplaints@ndiscommision.gov.au

Or contact the Commonwealth Ombudsman:
Ph: 1300 362 072
Web: www.ombudman.gov.au

At any stage of this process, you may appoint an advocate to speak on your behalf. This may be a friend, relative or professional advocacy worker.