

# Complaints and Disputes Flowchart

**Step 1** Complainant takes up matter with staff member involved

Alternatively, complainant may approach any staff or committee member who will act confidentially and direct complainant to Manager.

If not resolved

**Step 2** Manager informed and complaint documented. Action and resolution process implemented within 7 days of initial documentation.

If not resolved

**Step 3** Management Committee involved. Action and resolution process implemented.

In case of an employee of another organization being involved, that organisation will be informed.

If not resolved

**Step 4** Action and resolution process implemented.

In case of complaint being of an industrial nature an independent arbitrator could be involved.

If not resolved

If not resolved

Complaint referred to:

**Where to go with a complaint**

I'm not happy with NDIS funded services	→ The NDIS Commission	→ 1800 035 544
I'm not happy with the NDIA's actions or decisions	→ NDIA or Commonwealth Ombudsman	→ 1800 800 110 www.ndis.gov.au www.ombudsman.gov.au
I'm not happy with a service provided by another agency or body	→ Your state or territory complaints body	→ Find links on the NDIS Commission website www.ndiscommission.gov.au

- Recommendations implemented

